



April 26, 2011

Ms. Colleen Zakoor  
Chief Executive Officer  
Canadian Mental Health Association - York Region  
Branch  
1091 Gorham Street, Suite 300  
Newmarket, Ontario  
L3Y 8X7

Dear Ms. Zakoor:

The Accreditation Decision Committee is pleased to inform you that Canadian Mental Health Association - York Region Branch has been granted Accreditation under the Qmentum accreditation program. This is truly a milestone to be celebrated, and we congratulate you and your team for your commitment to providing safe, high quality health services.

A unique characteristic of Qmentum is the ease with which the principles of accreditation and ongoing quality improvement can be integrated into operations and services. Over the next three years, we encourage you to use your Quality Performance Roadmap to document and track your improvement efforts. We also invite you to continue to use the standards and instruments to guide your quality improvement initiatives.

Please don't hesitate to contact Paivi Kattilakoski, your Accreditation Specialist, at 1-800-814-7769, ext. 399 if you have questions or would like guidance as to how to continue to use accreditation to the benefit of your clients, staff, and stakeholders.

Again, we extend our congratulations on this outstanding achievement and look forward to our ongoing partnership.

Sincerely,

*Suzanne Larocque*

Suzanne Larocque  
Chair, Accreditation Decision Committee

c.c.: Ms. Karen Setter, Director of Operations  
Ms. Carol Lever, Director of Integration and Quality Improvement