



May 20, 2010

Ms. Sylvia Patterson
General Manager
York Region Health Services - Long Term Care &
Seniors Branch
194 Eagle Street
Newmarket, Ontario
L3Y 1J6

Dear Ms. Patterson:

Congratulations on your organization's leadership, staff commitment, and organization-wide quest for improvement! By participating in the accreditation process, you are demonstrating a commitment to providing quality care and service, and this should be celebrated.

Accreditation Canada has reviewed the results from your on-site survey and is pleased to inform you that the decision awarded to your organization is Accreditation.

Given the Qmentum process and the commitment to better integrating accreditation with your quality improvement program, evidence of action taken as you continue on your quality improvement journey can be entered into your Quality Performance Roadmap. We suggest that you focus your quality improvement initiatives on any unmet high priority criteria.

For any questions or concerns please contact Toby Yan at 1-800-814-7769 x 223.

We at Accreditation Canada are pleased to work with you on your quality improvement efforts and look forward to continuing to provide you with the necessary guidance and support.

Sincerely,

Suzanne Larocque
Chair, Accreditation Decision Committee

c.c.: Ms. Michelle Buchner, ACC Co-ordinator