



November 5, 2012

Ms. Linda Gallacher
Chief Executive Officer
Canadian Mental Health Association Durham
60 Bond St. West
Oshawa, Ontario
L1G 1A5

Dear Ms. Gallacher:

The Accreditation Decision Committee is pleased to inform you that Canadian Mental Health Association Durham is Accredited with Exemplary Standing under the Qmentum accreditation program. Your accreditation report can be found on your client organization portal. This is 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 your operations and services. Over the coming years, we encourage you to use your Quality Performance Roadmap to track your quality improvement efforts. We also invite you to continue to use the Qmentum accreditation program to guide your work.

Please do not 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 you and your organization can 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
Chair, Accreditation Decision Committee

c.c.: Ms. Elaine Miller, CQI Coordinator