



July 24, 2012

Mr. John Karakas  
CEO/CFO  
CHSLD Manoir de l'Ouest de L'Île  
17725, boulevard Pierrefonds  
Pierrefonds, Quebec  
H9J 3L1

Dear Mr. Karakas:

The Accreditation Decision Committee has reviewed the evidence submitted by CHSLD Manoir de l'Ouest de L'Île as a follow-up to your recent accreditation decision.

As a result of this review, we are pleased to advise you that the decision awarded to your organization has been changed to Accredited with Commendation. Your Quality Performance Roadmap has been updated to reflect compliance with the evaluated criteria.

Congratulations! This achievement demonstrates your organization's determination and commitment to ongoing quality improvement. We applaud your leadership, staff, and accreditation team members for their efforts and dedication to the provision of safe, quality health services.

Should you have any questions or wish to discuss the scheduling of your next on-site survey, feel free to contact Johanne Francoeur, Accreditation Specialist at 1-800-814-7769 ext. 431.

Sincerely,

*Suzanne Larocque*

Suzanne Larocque  
Chair, Accreditation Decision Committee

c.c.: Mrs. Heather Karakas, Accreditation Coordinator