



January 13, 2009

Ms. Pamela Hines
Chief Executive Officer
Canadian Mental Health Association, Windsor-Essex County Branch
1400 Windsor Avenue
Windsor, ON
N8X 3L9

Dear Ms. Hines:

The *final report* from your May 26-28, 2008 survey is attached. We urge you to share it with your leadership team, board of directors, staff, and stakeholders.

Within the report is a *final decision* which is based on the findings to date. The final decision for your organization is **Accreditation**. The accreditation of your organization is valid for the period of 2008-2011 and the next full survey of your organization will be planned for the year 2011.

Congratulations for your organization's leadership and staff commitment in your review and 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.

For any questions or concerns regarding the enclosed report please contact Ms. Toby Yan, Accreditation Specialist, 1-800-814-7769, ext. 223 as soon as possible. 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,

Wendy Nicklin
President and Chief Executive Officer