



January 4, 2012

Jennifer Hartwick  
Schlegel Villages  
325 Max Becker Drive, Suite 201  
Kitchener, ON N2E 4H5  
Canada

Dear Ms. Hartwick:

It is my pleasure to inform you that Schlegel Villages has earned CARF International accreditation for a period of three years for the following program:

Person-Centred Long-Term Care Community

This accreditation is effective November 9, 2011, through November 30, 2014. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.

Your organization should take pride in achieving this high level of accreditation. We will recognize this accomplishment in our listing of organizations with accreditation, and we encourage you to make this accomplishment known throughout your community. Communication of the accreditation to your referral and funding sources, the media, and local and federal government officials can promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

The enclosed accreditation report is intended to support a continuation of the quality improvement of your program. It contains:

- Consultation and comments on your organization's strengths and exemplary conformance, if any.
- The reasons for any partial or non-conformance to standards identified as a result of the survey.
- Benchmarking data that compare your organization's standards conformance to the conformance of other organizations in a number of areas, based on our vast survey archives.

A completed quality improvement plan (QIP) describing your organization's efforts to address any partial or non-conformance to standards identified in the report must be submitted within the next 90 days to retain accreditation. The QIP form is posted on Customer Connect

([customerconnect.carf.org](http://customerconnect.carf.org)), our secure, dedicated website for accredited organizations and organizations seeking accreditation. Please log on to Customer Connect and follow the instructions contained in the QIP form.

Your organization's complimentary accreditation certificate will be sent separately. You may use the enclosed form to order additional certificates.

If you have any questions regarding your organization's accreditation or the QIP, please contact Susan Ganson at [sganson@carf.org](mailto:sganson@carf.org) or (866) 888-1122, extension 5005.

We commend your organization for its commitment to improve the quality of its program. We look forward to working with your organization in its ongoing pursuit of excellence.

Sincerely,

A handwritten signature in black ink, reading "Brian J. Boon". The signature is written in a cursive style with a large initial "B".

Brian J. Boon, Ph.D.  
President/CEO

AEP  
Enclosures