



**ACCREDITATION  
AGRÉMENT**  
CANADA

March 19, 2024

Stephen Karakas  
Chief Executive Officer  
CHSLD Manoir de l'Ouest de L'Île  
17725 boulevard Pierrefonds  
Pierrefonds, Quebec H9J 3L1

**Subject: Your April 2023 Qmentum Long-Term Care (QLTC) Survey  
Evidence Review (6 months decision point)**

Dear Stephen Karakas:

The Accreditation Decision Committee (ADC) has reviewed the evidence submitted by CHSLD Manoir de l'Ouest de L'Île as a follow-up to your recent Qmentum Long-Term Care (QLTC) 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 Exemplary Standing**. Your Ratings Board 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, and quality health services.

We at Accreditation Canada are pleased to work with you on your quality improvement efforts and look forward to continuing to provide you with guidance and support. Should you have any questions or concerns, feel free to contact Jacqueline Hawboldt, Client Engagement Lead, at 1-613-714-0345, or by email at [Jacqueline.Hawboldt@accreditation.ca](mailto:Jacqueline.Hawboldt@accreditation.ca).

Sincerely,

Julie Langlois, PhD  
Chair, Accreditation Decision Committee

c.c.: Mariam Makary, Quality Director, Executive Assistant  
Sylvia Koutnouyan, Executive assistant, Responsible director of HR and Finances