
Subject: Notice of Accreditation Canada On-Site Visit

Accreditation Canada will be conducting an [on-site visit](#) at our facility from **Monday October 20th to Wednesday October 22nd**. Accreditation is a voluntary hospital-wide process where Accreditation Canada will observe Holland Bloorview's care in action. Accreditation is a hospital-wide peer review process that gives Holland Bloorview an opportunity to assess and improve our care and services based on national standards of excellence.

Accreditation is well-aligned with a number of our strategic priorities, our commitment to [Caring Safely](#), and our organization-wide effort to further embed a culture of quality and safety across the hospital for all clients, families, and staff. Over the past several months, Holland Bloorview teams including family leaders have been preparing for the visit from Accreditation Canada. We're proud of the quality of care we offer, and we're always looking at ways to improve.

During the onsite visit, Accreditation Canada surveyors will be present in various parts of our clinical areas. The surveyors' job is to observe and assess our practices and ask questions of people they meet, including clients and families. We encourage clients and families to participate; however, it is your choice whether to speak with the surveyors. As part of the process, surveyors also review client medical records to learn more about how we provide care. This will also require your consent. **Please be assured that this Accreditation survey will not impact your scheduled appointment or care.**

Please see our attached **Frequently Asked Questions** document for more information.

If you have any questions or concerns about Accreditation, please feel free to speak with a member of our staff or email Shiv Kirat Deol, Manager, Quality & Performance at sdeol@hollandbloorview.ca.

Your privacy, comfort, and safety remain our top priorities. You will continue to receive the same high standard of care from our team, and your appointments will proceed as scheduled. Thank you for partnering with Holland Bloorview to improve the quality and safety of care every day.

Sincerely,

Alifa Khan, Family Leader
Adrienne Zarem, Family Leader
Shiv Kirat Deol, Manager Quality and Performance

