



**ACCREDITATION
AGRÉMENT**
CANADA

May 13, 2025

Teri Henderson
Chief Executive Officer
Victoria Hospice Society
1952 Bay Street
4th Floor Richmond Pavillion
Victoria, British Columbia V8Y 1R7

Subject: Award – Your April 2025 Qmentum Global Survey

Dear Teri Henderson:

This letter is to address the review of the results related to your on-site survey of April 14 to 17, 2025.

The Accreditation Decision Committee (ADC) is pleased to inform you that the Victoria Hospice Society is **Accredited with Commendation** under the Qmentum Global (QGlobal) accreditation program. This is a milestone to be celebrated, and we congratulate you and your team for your commitment to providing safe, high-quality health services.

There are, however, required follow-ups that must be met within the specified timeline to maintain your status. The list below provides details on the unmet criteria that require further evidence from your organization. Please submit the requested evidence of compliance to the ADC mailbox, at EvidenceSubmission@accreditation.ca, by **November 13, 2025**.

Once you have submitted the evidence, we may request more information from your organization to complete the review. You will receive a decision letter within thirty (30) business days from the evidence submission due date.

- Infection Prevention and Control for Community-Based Organizations (2.3.1)
- Leadership (4.3.8.1), (4.3.8.2), (4.3.8.3)

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.

If you have any questions or would like to discuss your next steps, feel free to contact Bozena Michalik, Client Engagement Coordinator, at 1-647-264-1327, or by email at bozena.michalik@accreditation.ca.

Sincerely,

A handwritten signature in black ink, appearing to be 'Kf K'.

Kyle Kemp, PhD
Chair, Accreditation Decision Committee

c.c.: Michelle Bahena, Research, Quality and Safety Manager