

Brussels / Vienna

January 2024

Dear Jan, André and the FT Team,

Herewith you receive the **efhco** audit report and the supporting summary. We would like to thank you for welcoming the EFHCO auditor Margarita Galen at your Lonay headquarters. You have provided her with all the requested documents during the three days she spent with your organization reviewing your work in accordance with the **efhco** quality label criteria. Your team presented each aspect of your organization with great care and thoughtfulness.

The board members have received the quality label audit report and given notice to the review. The board acknowledges that our founding full member Fondation Théodora abides to the **efhco** quality label criteria. The report reflects on the positive outcomes that Fondation Théodora displays within healthcare clowning in Switzerland, taking into consideration also the challenges of your 4 different languages and cultures across the country.

Our **efhco** quality label auditor was particularly impressed by

- Keeping the essence and focus of the founders on its stakeholders!
- The on-going strong and necessary investments to improve internal processes to strengthen its growth, the organization itself with the internal team collaboration in all regions, and external with the healthcare institutions where the clown doctors are active.
- The appointment of a quality manager, supporting actively the liaising of the necessary communication between the different teams and stakeholders involved.

The **efhco** board wishing you all the best with your all activities, including your new change of internal processes, your generational transition the coming years for a stable future and foremost for all your new “Traumdoktoren / Docteur Rêves / Dottor Sogni” Programs.

We are looking forward welcoming you again at the next **efhco** Annual Meeting in October 2024.

Ivana Bacanovic
efhco Chair

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