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Mr. Robert Cleary
Program Director
Habilitation Assistance
436 Court Street
Plymouth, MA 02360

Dear Mr. Cleary,

I wanted to relate an incident with one of your drivers that I think is worthy of some praise. Two weeks ago, one of your drivers, Dave Ryan, came to pick up one of our residents for an appointment. She was very upset; crying because she couldn't find her hat and it was a very cold morning. We tried putting a blanket around her but she was adamant about her hat and refused to go. Mr. Ryan was very patient the whole time while the aides searched her room and was very understanding when ultimately she declined the transport. The next day when he arrived to try again, he brought a hat that he had purchased himself to give to the resident. It did the trick and she was willing to go to the appointment.

We wanted to recognize Mr. Ryan's efforts and excellent customer service skills. They were very much appreciated by the residents and staff at Life Care Center of Plymouth.

Sincerely,

Carla Bailey
Business Office Manager