



April 21, 1992

Michael Ballard,
R.R.# 1,
County Road 19,
Stirling, Ontario
KOK 3E0

Dear Michael:

On behalf of the Engineering and Construction personnel at Bell Canada in the Belleville and Trenton area, I want to thank you. You provided us with a comprehensive assessment and action planning guide to improve our performance and health. You have given us a tool to help us recognize our weaknesses, the areas we need to change and assist us in building on our strengths.

We are faced with challenging times as we go through many adjustments in the company and with the changing economic times. You have provided opportunity to promote team building and integrity in this small section of Bell Canada. Your seminar has increased our awareness, knowledge and helped redirect our attitude for stress management.

You have a DYNAMIC and VIBRANT message that everyone should hear to help motivate personal change.

Thank you again for your timely presentation on stress management.

Yours truly,

A handwritten signature in cursive script that reads "Linda Dunsmore".

Linda Dunsmore, R.N.,
Health Counsellor,
75 Bridge Street East,
Belleville, Ontario