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DIRECTOR  
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SOCIAL SERVICES DEPT.



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April 19, 1991

Michael Ballard  
"Metamorphosis"  
R.R.#1  
Stirling, Ontario  
K0K 3E0

Dear Mr. Ballard

I want to take this opportunity to thank you sincerely for providing the recent session on "Stress Management" for the entire staff of the Social Services Department.

On a scale of one to ten, our staff rated your presentation at nine. This is indicative of their appreciation for the contents and the style of your delivery. We have been able to incorporate many of the suggestions which you outlined during the training. Providing social assistance to the needy can often become very stressful. You have given us the necessary tools to maintain our sanity and sense of self-worth.

Once again, thank you for your assistance and I look forward to working with you again in the future.

Yours very truly

A handwritten signature in blue ink, appearing to read "Eric Fry".

Eric Fry  
Director of Social Services

EF/am