



March 25, 2011

Wayne Newman
Chilliwack Salvation Army
Care and Share Shelter
45746 Yale Road
Chilliwack, B.C.
V2P 2N4

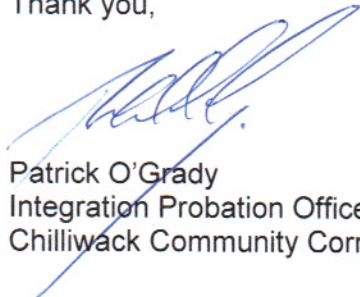
Dear Mr. Newman;

I would like to take this opportunity to thank you and your staff for your assistance and professionalism in handling a very challenging file in January and February this year. As you are well aware, the gentleman you assisted with and provided shelter to faces many challenges in his life and true to the saying "It takes a village to raise a child," it took a community to come together and provide the services needed to transition this man from homeless to cared for.

In particular, the two staff members I had closest contact with were John Collins and Scott Armstrong. I'm sure all of your staff are deserving of congratulations, but these two gentlemen provided a consistent approach to dealing with our friend, established clear boundaries and were professionally able to communicate under the most demanding conditions. Despite interference from several outside sources, Mr. Armstrong and Mr. Collins ensured that our friend remained safe, felt secure, attended to his medication and interacted with other residents the best he could; this took considerable effort.

With the help of your service, we, as a community of care providers, were able to find a permanent residence for this gentleman, he has been provided several care workers to assist with his day to day activities and programs, and is active with resources who assist him with understanding and coping with his injury. He is most appreciative of his new environment and in my still daily contact with him, he is very thankful for the assistance we were able to provide him. Without the Salvation Army, and without the caring professionalism of your staff, beyond what is expected, this surely would not have happened.

Thank you,



Patrick O'Grady
Integration Probation Officer,
Chilliwack Community Corrections.

Protect Communities, Reduce Reoffending