

Linda Veldhuis

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Memo To File:

Todd Molter

I feel strongly that I need to share with you my opportunity to work with one of your franchisee, Tirecraft at 5285 Yonge St., North York, On. I work with individuals living with the effect of a traumatic brain injury due to a motor vehicle accident and have been doing this since the late 1980's. In all of the years that I have placed my clients in volunteer work placements I have never worked with such an understanding and professional group as those I have met in the above mentioned establishment.

My client was a former employee and his Rehabilitation Team felt a placement at his previous employment would be necessary. I met Michael and Marty and discussed the possibilities of placement in a voluntary capacity. Not even a hesitation with respect to the request being made, Marty and Michael said "when will he start." My client started volunteering for 2 hours, 2 times per week with my support during the hours he was on site. The management and co-workers interacted with my client as if nothing had happened. The support Marty gave to my client was beyond a level of expectation and his dedication to make sure my client felt comfortable upon his return was beyond anything I have ever witnessed.

Over a 6 week period all of these individuals interact with my client and consumers. I quickly realized that these individuals treated everyone with respect. The customers would drive up with a problem and they would help out immediately. I have never seen this type of service before. I have but that was in a small town where everyone knew each other and about 30 years ago. I have come to realize that they are unique and traditional in the manner they provide service to their customers. I was impressed and disappointed in the same minute as I live 1.5 hours north of this garage.

I can't begin to tell you how appreciative I am of Marty's significant talent and ability to teach these young man what they need to know and set high expectations for work quality. He has respect for each one of them but always takes every opportunity to have fun and joke around. Michael made himself available every day to chat and make sure everything was going well

with my client. He was interested in the process and willing to help out in any way possible to make the situation better for my client.

Without a doubt in mind, Michael and Marty need to be commended on the way they provide service to their consumers, treat their employees and welcome the challenge of having a young man injured in a motor vehicle accident attempt to resume the only thing that mattered to him, returning to work. I can't possible say thank you enough for this wonderful experience and my gratitude for making my job so easy.

Just wanting you to be aware of an extraordinary group of people on 5285 Yonge St.

**Sincerely,
Linda Veldhuis
705 321 0176**