



March 14, 2008

To Whom It May Concern:

I am pleased to provide this letter of reference for Dr. Terry Anderson.

Dr. Anderson recently assisted the staff of the Williams Lake MCFD worksite to form a Continuous Improvement Team (CIT). We procured his services because of an identified need to improve communication and relationships between individuals and teams of professionals and administrative staff that are present there.

I believe that his expertise and depth of experience in organizational leadership has had very positive impact already. Staff embraced the concepts involved with a CIT and have formed a group that will meet regularly to respond to all issues brought forward by their colleagues.

As a Regional Manager with Ministry of Children and Family Development, I work with many contracted service providers. In this regard I find Dr. Anderson to be "Top Notch." His professionalism, responsiveness to our unique needs, and his facilitation skills are excellent.

He is committed to supporting the CIT process with our staff beyond contracted expectations, by coaching through follow-up conference calls and the utilization and interpretation of survey data.

Sincerely,

A handwritten signature in black ink, appearing to read "Faith Carleton".

Faith Carleton signing on behalf of,
Steve Hunter
Aboriginal Services Manager
Thompson/Cariboo Interior Region

Sincerely,

A handwritten signature in black ink, appearing to read "Howard Kirkham".

Howard Kirkham
Provincial Director of
Youth Justice, Interior Region