



January 24, 2000

Mr. Jim Clemmer  
The Clemmer Group  
10 Pioneer Drive, Suite 105  
Kitchener, Ontario N2P 2A4

Dear Jim:

On behalf of PLASP Child Care Services, I would like to thank you for addressing our staff, of over 500, on Monday, August 30, 1999, PLASP Reorganization Day. Reorganization Day is a very important event for us, marking the beginning of a new year, as our before and after school programs begin at the start of the school year.

Jim, as you can imagine, the staff who work with the children on a daily basis play a very important role in each of their lives. In 1999, the dedicated and committed PLASP staff provided high quality care to over 7,000 children. Thank you for inspiring our staff to continue their commitment to the children, in their care, and to starting this school year with renewed enthusiasm.

Each year we look for a speaker who can reinforce the difference our staff make each and every day in the lives of the children. When we came across your latest book, "Growing the Distance" and read about "being a leader, focus and context, responsibility of choice, authenticity, passion, commitment, spirit, growing, developing, mobility and energy", we were excited. Your book's message supported previous training staff had received and supported PLASP's organizational beliefs. We knew we wanted to share this information with staff.

Your personal experiences and stories captured the audience and turned their staff focus from their summer vacation to their important role as caregivers in PLASP child care programs.

Thank you for helping us to identify the leader within ourselves and to reflect our leadership role as child care providers.

Sincerely,

Suzanne Clarke  
Marketing Manager