



April 28, 2009

Ms. Heidi Snow
Founder & Executive Director
ACCESS
2040 Filbert Street
San Francisco, CA 94123

Dear Heidi,

Thank you so much for joining us for our west coast Initial Care Team Training class last week. It was a pleasure to finally meet you (Penny had said such great things about you!) and hearing your story was truly a gift to our students.

Here is some of the feedback we received from our Care Team members at the end of the class:

"The most effective part of the training was when we met Heidi Snow and the video she brought ..."

"Heidi gave us an incredible real life perspective."

"Our guest speaker Heidi gave me the clearest sense of what it means to be a Care Team member."

"Having Heidi speak validated all the information & the reason we are learning this process."

"Listening to Heidi's first hand experience gave me another perspective."

So thank you again, and we do hope you'll honor us with your presence at future Care Team Trainings.

With gratitude,

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

Marlene Sellers
Analyst, Emergency Response Programs
JetBlue Airways