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Mr. Jim Clemmer, President
 The Clemmer Group
 10 Pioneer Drive, Suite 105
 Kitchener, Ontario Canada N2P ZA4

Dear Mr. Clemmer: *Jim*

You provided an excellent keynote address last week to participants in MHCA's 2008 Fall Conference. Thank you for your insight, your preparation, and your skilled presentation of "Leading at the Speed of Change."

We have already sent you the feedback forms that were submitted and will include below several comments that appeared on our own evaluation forms:

- Mr. Clemmer was very informative and generated a lot of discussion regarding critical areas of focus we need to attend to. I thoroughly enjoyed this session and appreciated this presentation.
- Excellent! A different view on some of our frequent topics – I liked the fresh voice.
- (He) provided resources for leading organizational change that were provocative and pragmatic.
- Thanks. Good content and good presentation. Three reminders – tough times create opportunities; stay above the line; communicate.
- Very informative. Opportunities for small group discussion were helpful to share experiences.
- Loved how interactive he was!

It was a pleasure having you visit with us, Jim. On receiving your expense statement we will send final payment. We have returned your books as instructed.

Sincerely,

Donald J. Hevey
 President/CEO