

Sept. 2/15.

To: George Kurzawa (Director CMHA)

My family would like to express our gratitude to the CMHA Niagara for providing OTN service.

Having a mental illness is daunting enough and dealing with the arduous task of navigating the QEW to Toronto Western, the time and high cost of travel and parking, and wait for the psychiatrist challenged our family mentally and physically. Having a local OTN has been invaluable! Most importantly we are now able to have consistent appointments, mitigating any crisis.

We commend your staff at Wellington, Page and Morrison locations for their efficient, kind and compassionate attitude. I cannot thank Margaret Rarkin enough, in rescuing us when there were technological problems, ensuring our appointments ran smoothly.

OTN is instrumental in helping us manage our son's chronic mental illness.

with appreciation,

Lili DeJong

(Typed version of letter)

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