

November 12, 2008

Kathy Dempsey  
1542 Seton Villa Lane  
Wilmington, DE 19809

Dear Kathy:

Having to listen to 15-20 presentations a year, you'll probably find me a little jaded or sometimes just plain bored. Standing in the back of the room watching you address our hospital volunteers in October, I expected to feel the same wave of sleepiness come over me. **What an exception you were!**

Your time with our volunteers had everything on my speaker wish list – learning, laughing, compassion, tears, and insight. Not only did I find my guests completely enthralled with you, but I was able to share in your moving, truly life-changing story, which I've found myself telling to others. It is also one that has stayed with me in the weeks after our event.

My guests were no less thrilled than I. From both conversations and a stack of evaluations, I can tell you that your presentation was a definite success. Our hospital volunteer leaders and directors left re-energized and ready to "shed." They were moved by your story and loved Lenny. They finished a multi-day seminar (many with long travel times) recharged and ready to continue making a difference in their hospitals and their communities.

My sincere thanks for sharing your incredible talent and for the outstanding staff you have supporting you. It has been a treat to work with all of you.

Sincerely,



Darryl-lynn Oakes  
Director, Communication  
Idaho Hospital Association