



August 13, 2008

Re: Recommendation for Paula Harder Kenemore

To whom it may concern:

I was initially impressed with Paula Harder Kenemore as a co-presenter at the Alzheimer's Association staff training that was held at our facility in October 2007. In addition, Mille Lacs Health System had hired Paula as a consultant this year for her expertise in resident-centered activities—"a facility wide approach". Paula recently was responsible to provide in-service training to our long term care and assisted living staff.

Paula's enthusiasm, communication and training skills, and professional demeanor are evident as she so confidently provided insight into the importance of how to provide resident-centered activities. Mille Lacs Health System staff was invigorated and motivated by her ideas to focus on each of our residents to improve their quality of life on a daily basis.

I would highly recommend Paula to provide her expertise to other facilities and organizations that will certainly benefit from her involvement. It definitely was a bonus for all of our staff to learn from Paula's guidance to improve the "customer experience" for our residents.

I would be happy to provide more details regarding Paula if you would like additional information.

A handwritten signature in black ink that reads "Bonnie Conner" with a long horizontal flourish extending to the right.

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