



November 14, 2017

Tom Sieminsky of Team Pest Control

tom@teampestcontrol.net

Dear Mr. Sieminsky:

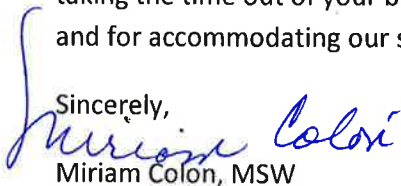
On behalf of the Isabella NORC and UMPSI Programs, please accept our heartfelt thanks for taking the time to prepare and present the highly instructive and enlightening seminar on Bed Bug infestation and protocols to our home visiting teams on October 19, 2017.

We truly appreciate the time and effort it took to prepare the illustrative and informative power point that accompanied your comprehensive workshop, covering all pertinent information spanning the origin and history of the bugs in the United States; practical facts, average life span, habits, treatment protocols as well as proper staff procedures when confronted with infestations, including dispelling misconceived ideas of extermination.

Your eloquent teaching style and lively presentation energized an otherwise difficult subject and kept the audience engaged as evidenced by their rapt interest and participation, especially given that it was offered after lunchtime and the presentation went over its originally scheduled time. The positive feedback from the respective teams and their interest in speaking to you after the presentation all served to attest to how well the information was received. I am sure the information will be put to good use moving forward when encountering these challenging situations and to paraphrase your aptly put statement, "*...it is not if but when...*"

Thank you for again for generously sharing this important and practical information, most especially for taking the time out of your busy schedule to travel from Long Island to our upper Manhattan location and for accommodating our staff schedule, all without any cost to us. It is most appreciated.

Sincerely,



Miriam Colon, MSW

NORC Programs Manager