

March 9, 2021

Katherine Ponte
Real MH Works, LLC
Shokan, NY 12494

Dear Katherine,

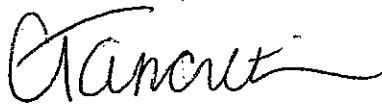
On behalf of the Behavioral Health Rehabilitation Services staff and the patients we serve, I wanted to take this opportunity to thank-you for your volunteerism that has touched so many lives here at Yale New Haven Psychiatric Hospital.

We were gladly introduced to your volunteer program, *Psych Ward Greeting Cards*, last November of 2020, just in time for the Thanksgiving holiday. In the midst of the global COVID-19 pandemic, you took it upon yourself to send special holiday packages to our patients which included beautiful greeting cards enclosed with messages of hope, inspiration and recovery. Additionally, you have often surprised us with various other bonuses including chocolate candies (even the sugar-free variety) as special treats for patients. Over the course of the last four months, you have reached well over 350 patients across our five inpatient units ranging from adolescents through older adults. This amazing gesture remains a ray of sunshine for many during their darkest of days.

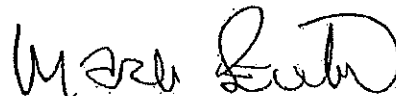
Your generosity and thoughtfulness have truly benefitted our patients. Currently, we have incorporated your greeting cards within the framework of skill-building group sessions led by our specialized rehabilitation therapists. Since cards are often written by individuals living with mental health issues, our patients often find a sense of connection in reading and choosing one that "speaks to them". Your cards help our patients recognize that they are not alone, and that there is hope; hence, supporting overall health, wellness and recovery.

Katherine, thank you so much for enriching the patient experience at Yale New Haven Psychiatric Hospital. Your work has not only impacted our patients, but our staff as well. We have been so grateful to be a part of this wonderful project and look forward to our ongoing collaboration. We wish you every success in the ongoing development of your organization in the coming years.

With Gratitude,



Cristina Tancreti, OTR/L, MBA
Manager, Rehabilitation Therapy
Psychiatry and Behavioral Health
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Mark Sevilla, RN, MSN, CENP
Vice President, Patient Services
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