

Leading Health Care In The 21st Century



January 9, 2007

To: Whom It May Concern

DEPARTMENT OF VETERANS AFFAIRS
Syracuse VA Medical Center
800 Irving Avenue, Syracuse, NY 13210

670/(138E)

Subject: Letter of Recommendation: Helping Hands Janitorial and Property Maintenance, Inc.

2666 Warners Road,
Warners,
NY 13164

Ms. Jeanne Mitchell and her staff were contracted to perform janitorial services for the period of June-September 2006. Her contract called for cleaning patient rooms, public bathrooms and building corridors in preparation for the Medical Center's tri-annual inspection by the Joint Commission for Accreditation of Hospital Organizations (JACHO).

The superb janitorial service provided by Ms. Mitchell and her team was reflected in the final results of the inspection. The survey team consistently commented on the high level of cleanliness of the building. I attribute that to the quality of the work they did during that time period.

Much of the work done by her crew was in the evening when they efficiently cleaned large areas of clinical space. When daytime work was necessary, she and her team displayed tact and compassion when working in the inpatient wards. She and her staff worked with the hospital staff to complete the assigned tasks with the least inconvenience to the patients. I was most impressed with her ability to do that.

I would highly recommend Helping Hands for janitorial services and would expect the same level of enthusiasm and professionalism to continue in her future contracts.

A handwritten signature in blue ink that reads "Leonard D. Kolakowski".

LEONARD D. KOLAKOWSKI
Environmental Manager Facility Management
Service