



TORONTO EAST  
GENERAL HOSPITAL

825 Coxwell Ave.  
Toronto, Ontario  
M4C 3E7

Tel: (416) 461-8272  
Fax: (416) 469-6106  
www.tegh.on.ca

Robert F. Rennie  
Chief Engineer

Date: May 30<sup>th</sup> 2006

Mr. D. Mitchell  
Principal  
Document Conversion Management  
232 Kent Street West  
Suite 2/226  
Lindsay, Ontario, Canada  
K9V 6A4

Dear Mr. Mitchell,

I am writing to tell you how pleased we are at Toronto East General Hospital with the professional and pleasant manner in which you and your staff proceeded with the conversion of the different sets of building plans for TEGH. As you are aware, the system employed prior to your work lacked in recorded and file structure thus making it almost impossible to find the required plan. This fact became even more apparent upon the completion of the digitizing of the plans when it was realized the hospital had over 6,500 prints to deal with.

Realizing just how big the problem was we then retained DCM to help us reorganize the Plans room, developed a very simple filing system, and then had the prints filed in numerical order based on its database number. Now all a hospital maintenance employee has to do to find the information he or she requires is to use the Search Engine designed by DCM to sort the database using a broad ranging number of criteria to narrow the search and to quickly find what they require. At that point they can either "Pull a Print" from the file drawer or plot the print on the plotter we had installed in the Plans Room. This really saves time and money and reduces the employees' frustration when trying to find badly need information.

Lastly, to ensure the work performed by DCM remains intact, TEGH then retained DCM to provide monthly onsite service to update the

Family Health Centre &  
Child Development Centre  
840 Coxwell Ave.  
Toronto, ON  
M4C 5T2

Community  
Outreach Services  
177 Danforth Ave.  
Suite 203  
Toronto, ON  
M4K 1N2

Withdrawal  
Management Centre  
985 Danforth Ave.  
Toronto, ON  
M4J 1M1

database, do computer and printer maintenance and to re-file any prints that may have been removed from the file drawers.

All of the above has been achieved with only minimal inconvenience on the part of the hospital, and now that the work is complete and the maintenance staff has been trained in its use by your very competent and knowledgeable staff, the hospital is enjoying the benefits derived from the effort.

Based on the above, I would like to provide to you and your staff our sincere appreciation for the very professional and cost effective job well done.

In the future, even though I am retiring from the hospital, if you would like to use me as a personal reference, please do not hesitate to give me a call.

With sincere thanks,

Sincerely,

A handwritten signature in blue ink that reads "R. F. Rennie". The signature is written in a cursive style with a horizontal line underneath it.

Robert F. Rennie  
Chief Engineer  
TEGH

CC: Betty Best  
Director, Support Services, TEGH