



April 19, 2010

To Whom It May Concern:

The purpose of this letter is to show my enthusiastic support for the pharmacy services at Appleby Pharmacy. Reena is a non-profit agency that provides services to over 1000 individuals who have a developmental disability through residential supports, respite services and day programs. In 2009, it was becoming increasingly evident that our pharmacy provider at the time would not be able to support our large and diverse system. After extensive research, we chose Appleby Pharmacy to provide pharmacy services to Reena.

Due to the size and complexity of our system, one of our main initial concerns was the transition process from our old pharmacy provider to Appleby Pharmacy. However, the Appleby Pharmacy team worked with us in every step of the planning stages: they were knowledgeable, flexible, patient, and provided very useful training to our supervisory and management staff. Even when we experienced an unexpected shortened transition timeline during a busy holiday season, they were resilient and adapted quickly to the new timeframe.

Moreover, Appleby Pharmacy was extremely accommodating to our staff training needs and operational needs. They were open to learn about our agency's medication policy and procedures and were also able to provide invaluable feedback that allowed us to streamline our medication process. Due to the large size of our system, they understood the need for minimal and gradual procedure changes and accommodated us as such.

Furthermore, Appleby Pharmacy provides an unparalleled high level of customer service:

- Medication deliveries are always on time.
- Prescriptions are filled and delivered the same day.
- A pharmacist is readily available 24 hours a day, 7 days a week to answer any questions, and phone calls are returned promptly.
- If errors are found, they are corrected in a timely manner.
- Pharmacy staff are very friendly and knowledgeable.
- Medication changes are reflected on the MAR sheet immediately and new MAR sheets are sent with the medication directly to location.
- We are informed of any medications prescribed that are not covered by the client's drug plan.

Overall, Appleby Pharmacy and its team of pharmacists show a genuine sense of caring and understanding to the needs of our clients and our system, and I highly recommend their pharmacy services.

Sincerely,

Sandy Stemp
Assistant Executive Director

The David and Luba Smuschkowitz Reena ElderHome, The Toby and Henry Battle Developmental Centre, The Irving and Sylvia Ungerman Sports Centre, Martin and Heather Goose Home for Youth With Autism, The Al and Faye Mintz Reena ElderHome, Yetta Berg Family Home for Children With Autism, The Rose and Philip Shore Family Respite Home.
Towards a better future ... integrating people with developmental disabilities into the community.

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