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**From:** Ross Reid  
**To:** Denise.Dunn@hccsj.nl.ca>; John Abbott; Moira Hennessey;  
Robert.Williams@easternhealth.ca; Sheree MacDonald  
**Date:** 10/25/2005 11:44:30 AM  
**Subject:** [REDACTED]

[REDACTED] called last night to tell me she had a very good meeting with Dr. Williams and Ms. Pilgrim. She felt she had the opportunity to express her concerns and was treated with respect and professionalism. She clearly felt that while mistakes were made, what she saw was compassion and sincerity.

Thanks everyone for turning this into a positive experience; it's great to see.

Very best,

R.