

EXHIBIT: A

>>> "Terry Watters" <terry.watters@hospitalservices.ca> 6/16/2011 11:27 am >>>

Thank you very much for the time you spent with me regarding this issue, as promised here is a brief overview and history of Sudbury Hospital Services and our service to health care in Sudbury.

Sudbury Hospital Services is a private not for profit corporation without share capital, incorporated in the province of Ontario in 1966. Commencing August 1970 Sudbury Hospital Services has been supplying laundry and linen services to Sudbury and area hospitals. While the sites have changed over the years we have consistently maintained our delivery schedules and have used the York St. as our primary route to members. In 2004 we expanded our transportation services with HRSRH to include the transportation of food between the three sites as the food services had been consolidated at the Memorial site. In 2005 we further expanded our services to include a ware washing department, which supplies clean dishes, utensils and cookware to HRSRH. The addition of these services did mean an increase in the number of time sensitive deliveries to our members, as in previous years we continued to use the York St. corridor. During my tenure as General Manager of Sudbury Hospital Services, I have had several discussions with our local council representative and representatives from the City, we were all in agreement that while the bylaws were clearly stated, our unique situation was given consideration. It was my understanding of these meetings that a solution or solutions would be formulated and, until there were specific complaints from the neighborhood we would continue to maintain our historical delivery routes.

Over the last several months we have had enquires from the City as to our use of York St. I met with Councilor Caldarelli regarding the renewed interest in our delivery routes and have since received a written notice from the city to stop using York St. I am to assume that there were complaints from the residence of York St. which lead to the enforcement of the current bylaw. I understand the position to the city and have made arrangements that until this issue can be resolved our delivery routes have been changed to meet the bylaws concerning designated truck routes.

These changes have created several challenges to our organization:

- 1 Increase in travel time using designated truck routes, putting pressure on time sensitive deliveries of food.
- 2 Increase in costs due to significant increase in travel time and distance.
- 3 Congestion at the Corner of Paris and Regent St.

The change in our routes has put a strain on our deliveries and will increase the cost of our services to the HRSRH. As a not for profit essential service as defined under the Public Hospitals Act, Sudbury Hospital Services mandate is to provide services "for the use of community and health services agencies with the area known as Northeastern Ontario". We strive to delivery these services on time and within the budget establish with our members, this change will affect our ability to do so. We sincerely want to work with the city and the neighborhood to resolve any issues that may keep us from fulfilling our mandate. Sudbury Hospital Services would like to be exempt from the designated truck route bylaw, and be included in section 27 (3) of bylaw 2010 – 01. To my knowledge Sudbury Hospital Services have always been courteous and safe while using York St., it is my understanding that we have never received a ticket for a moving violation on this route or been involved in an at fault accident. Our equipment is regularly maintained and our drivers are mindful of the area which we are traveling, our loads weights are not excessive.

Attached is a copy of our truck schedule while using York St., if you have any questions please don't hesitate to contact me. We are looking forward to a meeting with all parties involved to come to equitable solution to our problem.

Terry Watters
Sudbury Hospital Services