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DEPARTMENT OF PUBLIC HEALTH AND
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January 9, 2002

Ms. Karen Runchel, Assistant Director
Cherry Creek Language Centre, Inc./TranslationLinks
1071 Jersey Street
Denver, Colorado 80220-4544

Dear Karen,

On behalf of the Denver Department of Environmental Health, I would like to extend my thanks to you and TranslationLinks for the expeditious and courteous manner in which you handled the translation and layout of the *Denver Emergency Preparedness Guide*. The final product was professional in appearance, accurate in content, and was accomplished in a timely manner despite our last minute changes to the original text.

We had anticipated that there would be difficulties creating the Chinese, Vietnamese, and Russian versions of the *Guide* (in addition to the English/Spanish version). However, you had at the ready qualified translators to complete the job and handle changes quickly. You also demonstrated promptness in communicating the entire process with our graphic design department and me, and in answering any questions or concerns we had.

You and your staff handled the entire process very professionally. Again, I wish to thank you for your efforts, and look forward to working with you on future projects.

Sincerely,

A handwritten signature in cursive script that reads "Justine".

Justine Desmarais, Project Associate
Denver Dept of Environmental Health
City & County of Denver
(720) 865-5407