



January 28, 2012

To Whom It May Concern,

It is the privilege of the Alberta Adolescent Recovery Center (AARC) to provide this letter of reference for Ripple Effect Training, a company who we are excited to recommend to other organizations.

In 2007 AARC began to look for solutions to the training difficulties we had encountered in the past. With the goal of optimizing our employee's time and experience we were exploring training options that would be credible and informative but also relevant to our unique program. In 2008 we were introduced to Shawn Hubert who was, at that time, a trainer within the child and family services community. Shawn immediately grasped the needs of our program: He was able to instruct our staff in a way that engaged and encouraged learning. Shawn's experience, combined with his excellent communication and dynamic teaching style, made the class the most informative and useful training our organization had encountered.

AARC, impressed with our initial experience, subsequently requested Shawn *specifically* for our staff training. He has instructed all levels of individuals involved with our program from Clinical Directors to Peer Mentors, Parents (of youth in treatment) and Therapists. We have appreciated Shawn's ability to translate the information he is communicating into the perspective of his audience: Especially when the audience is diverse. His expertise has been valuable not only in teaching course material but also in educating how to best apply the knowledge to practice.

Shawn, now with Ripple Effect Training, has most recently conducted "De-escalating Aggression and Violence" and "First Response" courses with our staff and families. Training provided by Ripple Effect allows our organization to be confident that front line workers are qualified and prepared to keep youth, themselves and others safe.

In our experience, Ripple Effect offers excellence in training that is unsurpassed in the industry. As a company, we believe Ripple Effect is a leader in the field and excels above the competition. Ripple Effect Training has extended our ability to better serve our clients, has met our accreditation requirements, and has positively influenced our staff. As an individual, Shawn does not only train in a way that is effective, professional and relevant; his training is also interesting, intelligent and enjoyable.

The Alberta Adolescent Recovery Center highly recommends Ripple Effect Training to other organizations, workplaces and/or communities. We welcome inquiries from any company who is considering utilizing Ripple Effect Training's services.

Yours Faithfully,

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