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To Whom It May Concern,

I would like to take a moment to introduce myself. My name is Deanna Allen and I am the Director for the Residential program here at AHRC Nassau. Every year, our organization sends a group of the people we support up to a conference in Albany to advocate for those who are developmental disabled. It is one of the most important events we have each year and our folks truly look forward to having a voice at this conference. Yesterday, it was brought to my attention that we did not have a bus to take everyone to the conference as planned as we had inadvertently booked the wrong dates for our trip to Albany. I had 30 adults with developmental disabilities waiting with their luggage for a bus that was not coming.

When I was made aware of what occurred, I reach out to Golden Touch to see if there was anything that could be done to help us. Maureen took the time to listen to our concern and began to work immediately with us to find a solution. She was amazing! She was able to locate a bus for us to use and even found a driver, Manny, who was willing to make the trip on short notice. The bus arrived within hours of our request, clean, air conditioned and ready to roll. Manny, our driver, was also terrific. He arrived with a smile and did everything he could to help us get on our way as quickly and as safely as possible. Thanks to Maureen, Manny and Golden Touch they were able to still take the trip they were very much were looking forward to and had the opportunity to have a voice in their future. I do not have words to properly communicate how much that meant to me and those in my program. Golden Touch far exceeded my expectations and I would not hesitate to use them again in the future or recommend them to others in need of transportation assistance. You guys are the best!

Thank you again, sincerely,

Deanna Allen

Director of Residential Services

AHRC Nassau

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