

Huffmaster Healthcare Staffing
1300 Combermere
Troy, MI 48083

To Whom It May Concern:

As Director of Human Resources for North Adams Regional Hospital, I engaged Huffmaster to develop a contingency plan in preparation for our Allied contract expiration. After an initial on-site visit to determine what our needs were, Huffmaster developed a turn-key plan to assist us if we were forced to operate through a strike.

The Huffmaster planning process provided us with licensed temporary replacement personnel, recruited by skill set in order to staff our facility around the clock, for as many days as necessary. Additionally, they provided security officers and accounted for all of the transportation and logistics involved with deploying replacement personnel to their assigned buildings per shift.

Equally important, Huffmaster provided us with a proforma that estimated all of the costs associated with planning, recruiting and if necessary, deploying all of the personnel. The total solution Huffmaster presented allowed us to bargain aggressively, aware of the costs we might incur but with the comfort of knowing we would continue providing quality continuity of care if a strike occurred.

After seeing the results of the Huffmaster professional and thorough approach to planning for our Allied contract, we engaged them again when our RN contract was up for renewal.

I would highly recommend Huffmaster to any healthcare facility that needs a strike contingency plan or review of an existing plan. Their approach as a patient advocate concerned about working within our budget was creative and unique.

Sincerely,



Paul Kulp,

Director of Human Resources