



**To whom it may concern. I'm writing to provide a letter of reference for Ruth Martin.**

**Maitri** is a residential care facility located in the Castro district of San Francisco. We serve low income communities living with HIV/AIDS in need of 24-hour hospice or respite care. A large number of our residents identify as part of the LGBTQ+ community, falling somewhere along the gender and sexuality spectrum. Residents often come to us with extensive trauma histories and limited resources. The Maitri mission reflects our commitment that "no one should suffer or die alone".

As program supervisor I have known Ruth since she joined the **Maitri Compassionate Care** team in September of 2018 when she was selected as a Therapeutic Interaction Program (TIP) Intern, providing on-going mental health support for Maitri residents.

From the beginning Ruth exhibited a remarkable level of motivation and tenacity. For example, a series of unfortunate bureaucratic complications on Maitri's end delayed our usually quick on-boarding process. Undeterred, Ruth remained connected and engaged throughout the unusually complicated process, never once expressing any irritation or frustration, but rather showing initiative and patience.

In my years of service related work I have found that there are certain people who stand-out as being particularly effective and empathetic; Ruth is one of these people. As I observe Ruth interacting with residents, I notice her caring, non-judgmental approach, creating a space of trust and genuine warmth. Her responses are perfectly appropriate and finally tuned to resident's needs and limitations.

Ruth is self-directed and quick to take initiative. In addition to her direct service work, Ruth has gone out of her way to support a number of Maitri events, and has taken on additional responsibilities. She has been a steady and reassuring presence for residents, engaging them positively with a high level of cultural humility and ensuring a safe and supportive environment.

She is especially important because Maitri's residents come from such diverse backgrounds. She does wonderful work in making sure everyone feels as comfortable as possible, regardless of their gender, sexuality, ethnicity, or other characteristic.

Ruth exhibits the highest degree of skill and focus while delivering relevant, resident directed support. I feel that Ruth's skills are an expression of her core values, that she embodies all the compassion, patience, and respect, reflected in her resident centered care. Consistently reliable, Ruth brings an unwavering commitment to her assigned role. She is on schedule, professional, polished, and communicates clearly and concisely with residents, staff, and other team members.

It is with pleasure and unreserved enthusiasm that I recommend Ruth Martin. Ruth's compassion and commitment to the highest-risk and most marginalized members of our community, combined with her dedication and leadership qualities, make her an excellent addition to any organization.

Sincerely, David Valentine

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