



# AMERICAN FRIENDS OF ALYN HOSPITAL

supporting the Alyn Woldenberg Pediatric & Adolescent Rehabilitation Center in Jerusalem, Israel

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104 West 40th Street, 2nd Floor  
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Dear Ralph,

**Secretary**  
Joan Mendelson

It was a pleasure to meet you at the first Condo Association Meeting for my new home at 2279 Third Avenue. You were so thorough and helpful at the meeting and I was honestly impressed to hear about the many features of the Virtual Doorman than I had no idea were available to me.

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As you know, I am the newest resident at 2279 Third Ave and making the decision to buy there and move from the "comfy" and amenity-laden Upper East Side was a difficult one. The features of the Virtual Doorman weighed heavily when I was deciding to forgo the traditional doorman and were certainly plusses.

I quickly discovered the benefits of your service. Even though I mentioned my appreciation to you when we met, I really wanted to put my comments in writing. Exactly one week after I moved in, at about 5PM at night as I was ushering what seemed like the 100<sup>th</sup> delivery/installation/repair person out of apartment I locked myself out. The minute the door closed I knew what I had done.

Before I totally lost my wits I remembered the Virtual Doorman and went downstairs and called in. Tonya Kinney was on duty and I cannot tell you how amazing she was. About 10 seconds after I told her my name and she told me hers; I started to just totally collapse. I was suddenly frightened that I would be locked out in my new neighborhood – Harlem – where I know no one and everything I own was locked in my apartment. Truthfully, what frightened me the most was knowing my cell phone and wallet were locked in while I was locked out! When I started to visualize this scenario in the dark, *I lost it.*

**Advisory Board**  
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Tonya, however, never lost her calm. She told me to take a deep breath and that she would not let me out of either her camera view or earshot until I was back in my apartment. She tried to call the building's super and management and when that failed she offered to get me an emergency locksmith. In the end, my grown son repaid me for all my years of mothering and arrived with my keys. I called Tonya back and thanked her but I want you – her supervisor – to know what an asset you have in her.

**Counsel**  
Carol Burger/  
Troutman Sanders

I am absolutely loving my new home and the Virtual Doorman (and Tonya) are at the top of the list of reasons why I feel so comfortable there.

**Executive Director**  
Cathy M. Lanyard

With my thanks,

**Where the impossible is possible ... the ordinary is extraordinary ... and disabilities become abilities!**