



## INDIAN HEALTH CENTER of Santa Clara Valley

Phone (408) 445-3400

[www.indianhealthcenter.org](http://www.indianhealthcenter.org)

*Admin & Finance*

1211 Meridian Avenue  
San Jose, CA 95125  
x200

*Medical & Dental*

1333 Meridian Avenue  
San Jose, CA 95125  
x250 x230

*WIC/Nutrition*

1685 Westwood Dr. #4  
San Jose, CA 95125  
x210

*Wellness Center & Counseling*

602 East Santa Clara Street  
San Jose, CA 95112  
x266 x240

*Medical & WIC Satellite Site*

1642 E. Capitol Expressway  
San Jose, CA 95121  
x390 x391

*IHC Family Medicine Center*

455 O'Connor Drive  
San Jose, CA 95128  
408-283-7686

January 15, 2013

Dear Sir or Madam:

It is my pleasure to give a positive recommendation for the W. G. Fritz Construction, Inc. W. G. Fritz Construction was the general contractor for a \$1.5 million renovation of my medical clinic in San Jose, California which started in October 2011 and was completed in spring 2012. They were an excellent partner in this complicated project which required ongoing communication and coordination. I would not hesitate to hire them again and because of their excellent work on this project, we are considering hiring them for other renovation projects.

The Indian Health Center is a Federally Qualified Health Center (FQHC) that serves American Indians and the general low-income population in Santa Clara County. We provide medical, dental, counseling, nutrition and fitness/health education services to any in need. We have been serving the community for over 35 years and have had a long history of providing high quality, comprehensive, and culturally competent services.

In a nutshell, the project consisted of enclosing a courtyard at our main medical site and connecting two separate buildings to create a large waiting room, and making significant upgrades to the building (i.e. installing a fire sprinkler system). We had to remain open during the renovation which posed a significant challenge to both us and Fritz, and because of this the project had to be staged in different phases. The impact of this project on our Medical Department was huge and included changing the entire work flow in the clinic. Before the project began Fritz assisted us in creating a temporary waiting room in another building where staff were relocated to. We had to change all of our protocols several times to accommodate changes in workspace usage and because of the complexity of the construction site had to use volunteers to escort all patients to appointments.

Throughout the project Fritz modeled a can-do, positive, flexible attitude which greatly helped us continue to work professionally and provide high quality services. They were flexible in dealing with daily issues that arose and in finding solutions that worked for both of us. My medical, facility and administrative staff and I met with Fritz's project manager and his subcontractors every week to discuss the status of the project and upcoming tasks. They were accessible, easy to talk to, understanding of our needs, and accommodating. They were committed to and did an excellent job, and went above and beyond to deliver excellent customer service. They also stayed within budget and on schedule.

Because of Fritz's cooperation and flexibility, IHC's Medical Department remained productive throughout the renovation and met approximately 85% of its productivity goals, which was a **tremendous** achievement.

I would highly recommend W. G. Fritz Construction to anyone who is considering working with them. If there is any more information I can provide, please do not hesitate to contact me at (408) 445-3400 x 202 or at [Lhunt@ihcscv.org](mailto:Lhunt@ihcscv.org). I would be happy to speak to anyone who is considering hiring them.

Sincerely,

Elizabeth Hunt, MSW, MPA  
Chief Executive Officer