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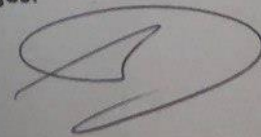
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**FOR THE ATTENTION OF:** The Chief Executive Officer and Director of Customer Relations at Bell Canada, Regarding the Account of Sameena Fernandes (Account Number: 8455800601621085), with Reference to Scott Gallagher.

I am **Dr. Norman Goldberg**, and I write this letter, unlike any in my over four decades of medical practice, to advocate for **Ms. Sameena Fernandes** and **Mr. Scott Gallagher**. In my extensive career, I have never encountered a case that compelled me to write as **extensively and urgently**.

Ms. Fernandes and Mr. Gallagher find themselves in a **precarious financial situation**, detailed transparently on their website, which has left them unable to settle an outstanding internet bill of **\$240.81**. More information about their financial situation is openly shared on their website page [<https://www.integritychoices.com/innovative-partnerships.html>], underscoring the **severity of their circumstances**.

Their inability to afford this expense, coupled with the **indispensable need** for internet connectivity for their work, has put them in a **desperate and vulnerable** position for two individuals who are facing **multiple mental health illnesses**. This predicament is particularly **distressing** given their reliance on high-speed internet for therapeutic and altruistic community work, conducted over Zoom without any compensation. Losing this service would not only impede their vital community contributions but also **exacerbate their mental health challenges**.



While many have moved on from the pandemic, Scott and Sameena continue to live with its aftermath through no fault of their own. They are experiencing their own **crisis**, magnified by the bureaucratic system coupled with conflicts and harassment from their landlord that began at the beginning of the pandemic, again through no fault of their own. Sameena Fernandes faces a **multifaceted mental health challenge**, as confirmed by her medical diagnoses. She struggles with an anxiety disorder, marked by intense anticipatory anxiety and pronounced symptoms of paranoia.

These conditions are not isolated; they significantly interplay with her other mental health issues, such as severe depression and the various cognitive, memory problems and learning disabilities I spoke about in my previous letters. What exacerbates Sameena's mental health condition is her **economic insecurity** and a looming fear of eviction, which intensify her feelings of **hopelessness and despair**.

In light of these compounded challenges, the provision of complimentary services from Bell Canada would not only offer her **much-needed relief** but also a sense of **stability and support**. Both Sameena and Scott are on Ontario Works, a social assistance program, and are currently in the process of applying for (with my assistance) the Ontario Disability Support Program (ODSP). Their applications are due in February. Their community work, conducted entirely over Zoom and showcased on the following websites, is **crucial** for their mental health and the well-being of others:

#1 <https://www.integritychoices.com/integrity-choices.html>

#2 <https://www.integritychoices.com/1212-services.html>

#3 <https://www.integritychoices.com/book-bridges.html>

This work aligns with Bell's commitment to mental health, as exemplified by the Bell Let's Talk initiative. Their contributions to community support and accessible mental health resources reflect your investment goal of **\$155 million** in mental health by 2025. Their need for high-speed internet extends beyond typical usage;





it is an **essential tool** for their Zoom-based activities, which echo Bell's focus on Anti-stigma and Workplace Leadership. More details about their work and its alignment with Bell's initiatives can be found on their respective websites, (i.e. [www.integritychoices.com](http://www.integritychoices.com)).

I strongly urge Bell Canada to consider providing **complimentary high-speed internet services** to Ms. Fernandes and Mr. Gallagher and **waiving Ms. Fernandes' current amount due** of 240.81 dollars. This support is not just a gesture of goodwill but a **critical lifeline** for their continued community service and mental health stability.

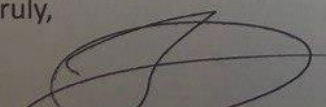
Sameena is under **distress and anxiety** that her account will be shut down any moment due to non-payment and a late fee being accumulated to her account everyday she is unable to afford her Bell bill payment. She is making every effort possible to pay what she can towards her Bell bill with very little success lately due to her escalating anxiety levels triggered by extenuating circumstances.

Anything more, you as an organization can do to support her in these trying times that will offer her **relief** from the worry and the anticipation of her account being shut down, and losing the only connection she has with the world will be greatly appreciated.

I have advised Ms. Fernandes to include specific other letters I have written for her and Scott in her email to you, providing crucial insights into their circumstances. This comprehensive information is intended to help you understand the **full extent of their needs** and how your support can significantly impact their lives and the important work that they do.

Thank you for considering this request, which profoundly aligns with Bell's commitment to mental health advocacy and community support.

Yours Truly,

  
Dr. Norman Goldberg, MD