



August 24, 2025

To whom it may concern:

As Rehab Director and Occupational Therapist for Legacy Healthcare Services at Golden West in Boulder, CO, I have had the pleasure of interacting with Pavel Goldstein, Executive Director of LevelUp Senior Tech Bridge over the past year. I am writing to enthusiastically support him in this grant application. Over the course of my experience with Pavel, I have witnessed his incredible skill, patience, and dedication, which have had a profound positive impact on the lives of many residents at Golden West.

Pavel possesses a rare and crucial combination of technical expertise and interpersonal skills. The ability to navigate complex technology is one thing, but the ability to translate that knowledge into simple, understandable steps for those who are new to it is another. I have watched him work with seniors who were initially intimidated by devices like smartphones and tablets, transforming their anxiety into confidence and curiosity. He does this by breaking down concepts into manageable pieces and continuing to provide consistent encouragement and follow-up.

What truly sets Pavel apart is his genuine empathy and patience. He understands that for many seniors, technology isn't just about learning a new skill; it's about connecting with loved ones, accessing important information, and maintaining independence. He has helped Golden West residents to learn how to use cell phones, laptops, and access their televisions. He also helps them to order specific technology and devices that are appropriate for their needs in terms of accessibility and ease of operation. This personal approach is what builds trust and makes his work so effective and valuable in the community.

In my opinion, the work Pavel is doing is a vital contribution to community well-being at Golden West and beyond. By empowering senior citizens with technological literacy, Pavel is helping to bridge the digital divide and ensure that this demographic remains connected and engaged. For these reasons, I believe Pavel is an outstanding candidate and I support his efforts wholeheartedly.

Sincerely,

A handwritten signature in black ink that reads "Leora Garcia". The signature is written in a cursive, flowing style.

Leora Garcia, OTR/L