

CONSTRUCTION CONTRACTORS BOARD

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DRAFT

Interoffice Memo

To: Craig P. Smith
From: Holly Eilertson and Doreen Aldrich
Date: February 21, 2013
Subject: Summary regarding Patrick Martin, Oregon Certified Locksmith

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Purpose: Conclusion on the Patrick Martin case and summary of events

History: Mr. Martin contacted Representative Boone's office in August 2012. He is an elderly gentleman and Oregon Certified Locksmith from the Astoria area, has worked as a locksmith for over thirty years, and took over his father's locksmithing business.

Summary: In August 2012, Holly Eilertson and Doreen Aldrich had a conference call with Mr. Martin. He was very distraught about the training and testing required and being in compliance with CCB requirements for locksmiths. Locksmiths are required to obtain a construction contractor's license.

During the initial conversation with Mr. Martin it was clear how stressed he was. Due to his concern over passing the required test Mr. Martin stated he had seen his doctor due to his blood pressure spiking, how he felt he was having a heart attack, was experiencing sleeplessness and suicidal thoughts. Through the course of the conversation and subsequent phone calls with Ms. Eilertson and Ms. Aldrich we worked through things with Mr. Martin, calmed him, and boosted his self-confidence.

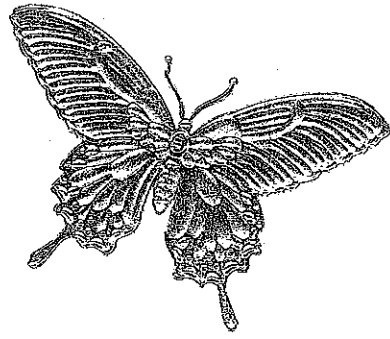
In addition, we told him we would develop a plan providing assistance in achieving the end result, a construction contractor's license.

Ms. Eilertson worked with Mr. Martin through the entire process of study aids including a hard copy of the practice tests from his training provider, the testing, and licensing processes. Mr. Martin failed his first testing attempt however, Ms. Eilertson assured him not everyone passes the first time. Prior to the initial and second test experience he called numerous times with test anxiety and Ms. Eilertson boosted his self-confidence by highlighting his knowledge and capabilities. Mr. Martin took the test and passed when he tested the second time. Ms. Eilertson continued assistance and had numerous conversations with Mr. Martin to ensure he had the contractor's license application, correct amount of insurance, bond, and had filed his assumed business name with the Oregon Secretary of State Corporation Division.

Mr. Martin was very concerned about the Enforcement penalties and Ms. Aldrich worked with him to bring him into Enforcement compliance.

Mr. Martin chose to bring his completed application into the CCB office to obtain his contractor's license and to meet Ms. Eilertson and Ms. Aldrich. He wanted to bring gifts because we had assisted him so extensively throughout a long and cumbersome process. Mr. Martin thought an employee of the State may not be able to accept gifts so he brought a thank you card to Ms. Eilertson instead.

Throughout the entire process Mr. Martin was very grateful to the CCB for all the encouragement, confidence, and patience he received. Ms. Eilertson and Ms. Aldrich found it rewarding to assist someone that felt they would not be able to continue on with his lively hood.



*It takes a
special kind of person
to care enough
to take the time for others,
to do whatever it takes
to help somebody out.*



For everything you have done...

for everything you have given...

thank you very much.

Holley,

*Thank you so
much for all
of your help
and believing in me.*

Patricia