

July 5, 2006

Diane De Santis, R.N.
Personal Care Manager
3910 Bathurst Street, Suite #404
Toronto, Ontario M3H 5Z3

Dear Diane,

This letter is to express my family's and my appreciation of your efforts and those of your colleagues in coordinating my father's care. Your team's knowledge and ability to institute the proper plan of care for him has contributed to his comfort and my peace-of-mind.

You have developed a co-operative working relationship with his retirement home, have taken care of all his needs, whether health care wise or other wise, and handled our requests in a timely and professional manner. We are extremely satisfied with the team of caregivers who support his daily activities and demonstrate sincerity and kindness when they are with him.

With Qualicare involved, I have been able to handle my father's affairs with great peace of mind. We've been faced with many challenges over the past eighteen months and you've been very helpful getting us through many decisions and have provided excellent guidance through the health system. Your care coordination has allowed us to increase his comfort and independence without adversely affecting his health or lifestyle.

It has been reassuring to have Qualicare involved in my father's care, knowing that they are doing everything to ensure that he is being looked after in the most dignified way.

Yours truly,



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Your Business Advisor