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Margaret Caton, R.N.  
Qualicare Personal Care Manager  
3910 Bathurst Street, Suite 404  
Toronto, Ontario M3H 5Z3

Dear Maggie

Over the past two years since you've been taking care of my mother, we've been through many difficult challenges, and both she and I have recognized the value of having your services to rely and depend on. Having to take care of my mom from California is not easy for me and I'm grateful that you've been involved to ensure she is monitored closely and properly looked after.

Your continuity of care has given her a tremendous sense of comfort and security. Knowing that she can call on someone familiar to her, who cares about her holistically, and who can provide the support she needs is an invaluable asset to her life. She and I have developed a trust in you and we know that all her medical issues are being well taken care of.

We appreciate your involvement and your availability and look forward to your continued commitment and exceptional high standard of care.

Sincerely yours

A handwritten signature in blue ink, appearing to read "Irv Edwards", is written over the typed name.

Irv Edwards, M.D.

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