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Mr. John Wagner
500 General Drive
Ft. Wright, KY 41011

Dear John:

Thank you so much for the very inspiring and humorous kick off presentation you provided at our second annual retreat to our Administrators, Director of Nurses and Regional Team members last Thursday. Your presentation not only met our expectations but far exceeded them!

Your three focus points; Responsibility, Relationships and Recognition, were right on target with the theme of our retreat. Since we're in the business of caring for people, these points are truly words to live by in our daily lives while caring for residents and interacting with the employees who do the job.

In our business of onerous state and federal surveys and all the regulations plus the constraints put on healthcare providers on reimbursement, it's often a challenge to keep a good sense of humor. However, after listening to your point of view on dealing with all these challenges with HUMOR, we can look for brighter days as we apply what we learned from you.

I have already recommended you and your enlightening presentation to a couple of our vendor partners and would be glad to provide a personal reference for you to any potential clients you may have. Please feel free to give them my name and number.

Again, thank you for your enlightening and timely presentation.

Very truly yours,

A handwritten signature in blue ink that reads "Ken Raupach".

Kenneth F. Raupach
Chief Operating Officer