

Dec. 18, 2009

The Arbors Retirement, LLC
7955 16th Manor
Vero Beach, FL 32966

Attn: Kay Morin, Executive Director

Dear Ms. Morin:

I am writing this letter on behalf of my uncle, Joseph, who was a resident of your facility until Dec. 11, 2009, when he passed away. My purpose for this correspondence is to let you know how much we, my sister, Claire, and I, appreciate the care that he received while living there. Our contact with your staff was always met with consideration and a willingness to satisfy any of our requests. Two employees in particular stand out as going "above and beyond" in their interaction with us and my uncle and they are Jenae in the nursing section and in the reception area, Sandy. I'm afraid I do not know their last names.

My Uncle was very happy there and found companionship, comfort, and a happy living environment. It is a comfort to us that in his last year of life his needs were met so completely.

I wish you and all of your staff a very happy holiday.

Sincerely,



Lillian