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February 2, 2017

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Dear Robin,

It was so nice to see you at the recent seminar here at the Pines.

I am writing this letter to thank you from the team for allowing us to have the opportunity to work so closely with Norma.

She has worked with the team since September.

She has been a tremendous asset in helping us develop processes, inserviced the staff, she did teaching with the managers, and although she works for you we feel she is part of the Pines family.

We truly appreciate all the time she has put in here, and we will miss her.

We look forward to working with you and your team in the upcoming year to help us prepare for our AHCA survey coming soon.

Thank you again, and it has been a pleasure.

Sincerely,

Gloria Wright RN DON

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