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May 10, 2007

Dear Mr. Da Silva:

This letter, written on behalf of the Residents' Council, is to thank you and your team for the effort taken over the past 10 months to assure a quiet and smooth renovation process.

We understand that the excellent work was completed on time and on budget – a wonderful achievement, considering the challenges of having your team operate within the constraints imposed upon you in a Long Term Care home. We were struck with how quickly the work was completed with minimal disruption and commotion.

Many of us enjoyed chatting to the contractors who were, without exception, friendly and polite. Particular thanks goes to John Frutuoso who took such care with every detail and every person he came into contact with.

Please extend our heartfelt thanks to your team for the all the work and all the care taken on our behalf.

Sincerely,

Joan DeLong,
Residents' Council President

cc: Mary Beth Montcalm, President and CEO
Josie Walsh, Vice President, Programs and Chief Nurse Executive
Marc Beaudry, Vice President, Corporate Services and Chief HR Officer
Tom Clancey, Director, Environmental Services



3276 St. Clair Avenue East, Toronto, Ontario M1L 1W1 • 416.285.3666 • www.providence.on.ca