

Ms. Marlene Robinson
Horizon Nursing Service
7950 So. Military Trail
Lake Worth, FL 33463

Dear Ms. Robinson:

My mother, Sylvia S [REDACTED] is a client of yours. Her experience with Horizon so far has been excellent and I'm pleasantly surprised at the degree to which your service has improved over the service we were using. People (healthcare professionals) had told me, "There's only so much you can expect from someone who gets this kind of salary."

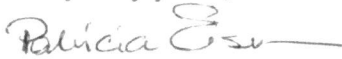
Sandra, Linda and Gayle seem to be great caretakers. I talk with Sandra often, as she also serves as your receptionist. The thing that's really great is, Sandra and Kathy L [REDACTED] our primary caregiver, exchange information all the time. Sandra is also able to share her accumulated wisdom with Kathy who, although exceptional, has been learning on the job. Sandra or Kathy pass information on to Linda and Gayle who are not with my mom as regularly as Sandra. This has just improved things tremendously.

Another discovery is, Sandra knows my mother has been sewing since she was a teenager and Sandra just got a machine. My mother's "showing her the ropes." This is great for both of them. It's so much a part of who my mother is, and she's never really had a pupil before.

All of this makes me much less apprehensive in thinking about how things will go if Kathy must take a day off unexpectedly or when she is on vacation. I used to worry about it tremendously and I'm hoping I won't have to. Also, Sandra is so calm, if an emergency occurred while she was there, I think she would handle it well.

Thanks for your excellent choices in caregivers (so far!).

Very truly yours,



Patricia E [REDACTED]