

Wendy Steinert

October 25, 2010

**Vicky Malone
The Bristol
117 Post Avenue
Westbury, New York 11590**

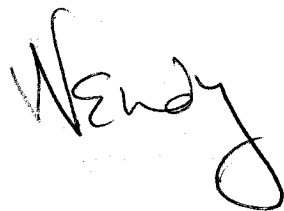
Dear Vicky,

My mother, Shirley Baum, has been a resident at the Bristol for the past eight years. She always tells me about the wonderful staff but last week everyone came to her immediate assistance when she was most in need of help.

I want to let you know that Josephine Rivers from the Wellness Center treated my mom in a loving, professional way. My mom couldn't stop praising her. Al, the head of the maintenance department, responded quickly to my mom's room in a caring and empathetic manner.

I can truly understand why my mother calls the Bristol her "home".

Very truly yours,

A handwritten signature in black ink that reads "Wendy". The signature is written in a cursive style with a large, looped "y" at the end.