

**SHOPPERS**  
**HomeHealthCare™**

243 Consumers Road, Toronto, Ontario M2J 4W8

Dear Warren,

I want to take this opportunity to thank you once again for helping to make our event a huge success. You understood from our pre-event conversation exactly what it was we needed to convey and delivered that message in an engaging and thought provoking way.

By skillfully blending your story with challenges currently facing our industry, (obviously, you'd done your homework) you managed to convey to us not so much what we wanted to hear, but what we needed to hear.

Your message "when we change the way we see the world, we change the world" resonated profoundly with our group, reinforcing for us how our perception, beginning with the way we see ourselves, effects others. Helping us to see this so clearly has proved invaluable in our dealing, not only with our clients, but amongst ourselves. For this we thank you.

Regards,



Steven Smith  
Director of Marketing  
Shoppers Home Health Care