



November 8, 2012

Scott Carbonara
Spiritus Communications, Inc.
4209 New Hope Spring Drive
Hillsborough, NC 27248

Dear Scott,

Thank you so very much for agreeing to speak at our Annual Conference "A New Day for Home Care & Hospice ... Leadership ... Partnership ... Excellence" on November 8, 2012. The fact that you opened our meeting was fortuitous in that you set the stage and energized an industry that could have been low-key and prepared only to hear about more regulations or more bad news. The comments that I received from so many of the attendees really made me even more grateful for that telephone call that you made to me on that slow Friday afternoon.

One of the attendees came up to me after your presentation and said, "You know me Joie, it's really hard for me to sit still for 90 minutes, but for Scott, I was riveted". That continued for almost all day from people about how appreciative they were for your kind words, wit, humor and just plain good advice.

The evaluations just reinforced everything I heard on that day. You rated 3.9 out of 4 on your presentation with words such as, "great", "wonderful", and "joy/humor makes you smarter and more creative".

We practiced "belly laughs" throughout the day and I find myself remembering to make that happen more each and every day. Just about the time, as I listened to you, I thought I knew what you were going to say, you surprised me and generated that wonderful, wonderful belly laugh.

Thank you again. You truly made a memorable difference on that sunny day in New Mexico, November 8, 2012.

Sincerely,

A handwritten signature in blue ink that reads "Joie Glenn".

Joie Glenn, RN, BA, CAE
Executive Director

JG:tlc