

September 11, 2014

**RE: Smilezone Foundation Letter of Reference**

To Whom It May Concern:

In June 2014 we were pleased to be nominated and accepted as a refresh site for the Smilezone Foundation. Over a 48 hour period, our outpatient children's unit was treated to a make-over through hard work donated by Bachly construction that resulted in new paint, artwork, cabinetry and gaming stations and a space that is welcoming, bright, friendly and calming for both patients and their families.

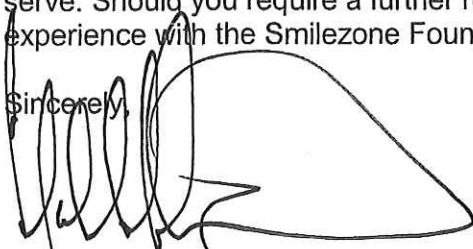
Our work with the Smilezone Foundation was nothing short of miraculous. Scott Bachly and his team were professional and organized through detailed planning. They met with hospital staff and management to better understand the needs of patients and families. This allowed them to plan and create a space that not only supports exceptional care and state-of-the-art cancer treatments, but one that also reflects our special patients who spend so much time there.

The new colours, bright murals and age appropriate technology were greeted with smiles and excitement from patients and families when the new area was revealed. We fully support the generous work of by the Smilzeone Foundation. We would not hesitate to work with them again on future projects should the opportunity arise.

The following statement, made by a parent whose child is treated for cancer in our outpatient unit after seeing the new space, I believe says it all; *"this is so beautiful, so very beautiful. The people who did this have big, big hearts."*

The Smilezone Foundation has made a difference in the lives of the patients and families we serve. Should you require a further reference or wish to discuss Grand River's positive experience with the Smilezone Foundation, please contact me at 519-749-4300 extension 4322.

Sincerely,



Malcolm Maxwell  
President and CEO