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**From:** Tony Herda <tonyherda@icloud.com>  
**Sent:** Thursday, March 10, 2016 6:11 PM  
**To:** Haley, Nikki  
**Cc:** douglamw@dhec.sc.gov  
**Subject:** Thank you for Ms. Douglas's Professional Service DHEC

As a resident of a assisted living facility, I well received bye DHEC's team of Constituents Services and Legal Staff. They first listen and understood the Problem before us with the solution to enhance The Resident's Bill of Rights Segment 44-81-10 compared to 44-81-70 with regard to Retallation .

Again thank you and God Bless.....Yours truly....Tony 803-955-2216 DHEC 803-898-3301

Sent from my iPad