

To all of you at **AZUL** who were part of my experience there over the 3 weeks in March I was in your care....it's **Barbara...sister of Joan & Jim Merritt...here to express my gratitude.**

**Suzie**, from your initial January phone call to me at my home in Syracuse, New York that followed a consultation my sister had with Dr. Flaharty on my behalf...clear on through to my April 2<sup>nd</sup> call to you seeking your advice...your depth of knowledge, enhanced by your delightful demeanor never failed to provide me with answers... or lead me to the one who would...and in the process, elevate my spirits. You Glow!

**Damaris and Diana**, my "comings & goings" around my appointments always began and ended with pleasant exchanges with each of you. And when I had details needed addressing you handled them efficiently as you dovetailed incoming calls along with other arriving & departing clients seamlessly!

**Kristy**, you were with me "up close & person" throughout! You were "in my face" in the kindest sense of the metaphor, preparing me for what would unfold. Your sunny disposition shown through from the moment you entered the room, as you went about addressing & performing the procedures of the day while meticulously explaining the rationale behind them. You truly exemplify that being personable while being professional is admirable!

**Debbie**, albeit our interaction was brief...your phone call to me, alleviating my concern around the pooling of lymphatic fluid along my chin-line with your helpful suggestion to do a "pumping action" for about five minutes, six or so times a day, eased my mind and proved to be the answer! I remember hearing the sympathy and the kindness in your voice that day. You sweetly eased my mind.

**Lisa**, my appointment with you on March 22<sup>nd</sup>, just two days before departing for home, provided me with your expertise around the best products and practices going forward to nourish and maintain my rejuvenated skin. You listened to me ...you heard me...thereby, your recommendations were personal and have proven to be compatible to my lifestyle. Thank you for "seeing me."

**Angela**, I learned you were my surgery nurse upon meeting you briefly during what I believe was my final appointment with Dr. Flaharty. You came into the room to confer with Kristy as part of "closure" on my care there. She introduced you to me. I am grateful that she did. The work you were an integral part has been received with accolades by loved ones and friends. Thank You for your part in all this!

*Dr. Flaharty, I can only begin to imagine the satisfaction you must derive from the work that you do ... and the lives that you "change from the outside, in" ... This "turn" on the phrase "change from the inside, out" seems to me, as it relates to what You DO, to have the same capacity to achieve wellbeing on a deeper level. Seeing physical transformation as a gift can be a natural pathway to transforming the mind and the heart toward being our best selves in this world. This gift that keeps on giving from my dear Sister and Brother has, in light of our extended time doing life together during my recovery, served to enrich our bond of love and affection. It has been life-affirming ... learning to "give" and to "receive" ... they are two side of the same coin. So I want you to know that along with your considerable skills around what you DO, there is an intangible component. I witnessed your compassion and deep appreciation for Joan & Jim's gift to me. Know that your work has dramatically enhanced my life. I am the better for it... from the "outside, in" and from the "inside, out."*

*I'm chosing to send to this letter of gratitude to all of you rather than individual notes to each of you, so that you can see yourselves as a significant part of the whole scheme of things... and to honor the Value of Relationship inherent in what I experienced to be AZUL.*

*My Best, Barbara*

*24th May  
2013*