



OMNI Health Care

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September 1, 2011

Eric Van Praagh

Vice President – Sales and Marketing

Synergy Medical Supply Inc.

1444 Goldthorpe Road

Mississauga, ON L5G 3R3

Dear Eric,

I just wanted to send you an update regarding the OMNI trials of the Synergy products. The feedback regarding the new hip protectors have been beyond positive. Over the past year, we have had not one fractured hip with residents wearing your product.

The new Therapeutic Indoor Shoe and Diabetic Socks have all now been put into circulation and the responses from our homes have been absolutely phenomenal! We have residents wearing the shoes that previously could not participate in the physiotherapy walking program and are now fully participative due to the fit, structure and ability to conform to the physiological changes related to swelling in the extremities with various disease processes. The staffs in all of our 17 sites have positively embraced all of these products.

Although early in the program, we are already noticing a reduction in pain in several residents which has resulted in a reduction in behaviors associated with pain. We intend to monitor this closely on a go forward basis. The staff have commented that the shoes are very simple to fit with all residents and love the inserts that can be adjusted. Residents who had issues with falls due to shuffling in ill fitting footwear are being transitioned to the indoor shoes with very positive feedback from the staff. The main feedback I have been receiving is that the material allows the shoe to expand when needed and protects the feet from injury which will definitely decrease our wounds associated with foot trauma, especially in our diabetic population. Our next steps involve monitoring wound healing with our diabetic foot ulcers as the FIR properties of the socks and shoes will definitely impact the speed of healing, as noted with our hip protector program that was implemented last year.



Our passion is people

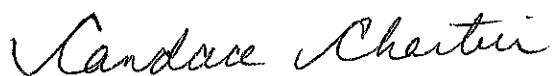
An unexpected result of this implementation was the request from our staff members wanting to know if they could order the shoe in white to wear during their work day. If this is possible, OMNI would definitely trial them! Our new Diabetes Innovation Program is just being launched in our three pilot sites and these products intertwine perfectly with this new protocol. All of our physicians have been introduced to the product as well.

As a final note, I wanted to let you know that I am working with the Ontario Long Term Care Association to determine if the Ministry of Health will cover these products within the Nursing Envelope as they did with your Hip Protectors. The cost is very reasonable, so I can't see if being an issue and will keep you updated on our progress.

OMNI has now taken the hip protectors, therapeutic shoes and diabetic socks and have incorporated them in to our new Falls Prevention Program that aligns with the Canadian National Osteoporosis Strategy, Diabetes Protocol and our Healthy Living, Healthy Skin Program. Our homes will be monitoring this program over the next six months to support our new initiative with stats for future quality submissions.

Once again, thank you for the opportunity to be the first long term care chain to pilot these products and I look forward to working with you further.

Regards,



Candace Chartier

Chief Operating Officer

OMNI Health Care

cchartier@omniway.ca



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May 1, 2010

Eric Van Praagh

Vice President – Sales and Marketing

Synergy Medical Supply Inc.

1444 Goldthorpe Road

Mississauga, ON L5G 3R3

Dear Eric;

I just wanted to send you an update regarding the OMNI trials of the Synergy products. The feedback regarding the new hip protectors have been beyond positive. The staff and managers feel they are comfortable for the residents as well as enhancing their mobility due to comfort and pain relief. They are also an asset to the continence management program as they are more comfortable in conjunction with the incontinence products that approximately 85% of our residents wear. The results are stating that people have less aches and pains in their joints so they are walking better with more stability which contributes immensely to a decreased risk for falls. It is definitely an improvement from the various other hip protectors we have tried. I have contacted our distributor and informed them to remove all other products from the approved OMNI list and to only have the Synergy products available to our 17 OMNI homes.

OMNI has now taken the hip protectors and incorporated them in to our new Falls Prevention Program that aligns with the Canadian National Osteoporosis Strategy and our Healthy Living, Healthy Skin Program. We have devised a policy and procedure as well as a screening tool and a risk level that would indicate which residents will require the hip protectors. It is approximately 65% of our resident population that will require these products and the policy allows for 2 per resident initially working up to 4 pieces per resident through the nursing budgets and an initial order to get the program in place across all 17 sites. Initial feedback indicates that there have been some falls with no injuries or fractures due to wearing the hip protector. Our homes will be monitoring this program over the next six months to support our new initiative with stats for future quality submissions.



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I also wanted to share with you that the Ontario Long Term Care Association has asked to feature our new Healthy Living, Healthy Skin program on their website's Morning Report which goes to all 70,000 beds in Ontario. We are very excited to be featured and I will let you know the time lines as soon as I have them. They may want to interview you as well to provide more detail on your unique products including the entire diabetic line and braces, tensors, etc.

On another note, a heartfelt thank you on behalf of my best friend who trialed the FIR Back Brace and my mother that trialed the FIR Knee Brace. They have had such remarkable pain relief and enhanced mobility due to these products and now have an enhanced quality of life. It is amazing that something so simple can have such an astounding impact on a person's daily life. They both wear them every day and are amazed at how they do not get warm or have any odour to them due to the dry, breathable material. Please feel free to use them again if you need to trial any other products!

Once again, thank you for the opportunity to be the first long term care chain to pilot these products and I look forward to working with you further. Please let me know if you need anything else from me.

Regards,

A handwritten signature in cursive script that reads "Candace Chartier".

Candace Chartier

Chief Operating Officer

OMNI Health Care

cchartier@omniway.ca