

13631 Ansel Terrace
Germantown, MD 20874
August 22, 2008

To Whom It May Concern:

It is with great pleasure that we write this letter of recommendation for Norma Chamoun to expand her "Little Hands Daycare" program in a new, larger facility. Our daughter Hannah started at Little Hands Daycare when she was nine weeks old. It is always difficult to entrust your child to anyone while you must be away at work, but Norma made it easy for us. Norma's home daycare setting is a warm, loving, and nurturing environment. She not only takes care of the children but teaches them by providing fun, educational activities. The children enjoy playing age-appropriate games, singing, dancing, arts and crafts activities and birthday and holiday celebrations. Norma's home is always immaculate and the yard is beautiful. In the fall the children would delight in playing outside in the fallen leaves. Many times Hannah did not want to leave when it was time for her to be picked up because she was having such a wonderful time.

Daily communication with Norma was phenomenal. She provided a written daily update to us to make sure we knew when Hannah ate, slept, was changed (and what she did!); she was always there to let us know how the day went and answered all of our questions with a smile. She provided nutritious lunches and introduced Hannah to new foods. She was there to support Hannah in all of her childhood milestones including: weaning from a bottle, crawling and walking, toilet-training, learning how to take medicine from a spoon, and moving from daycare to elementary school.

When it was time for Hannah to leave Little Hands Daycare and head off to Kindergarten, we all cried. Hannah's life was so rich with knowledge, love, respect and self-confidence; all which were instilled by Norma and her staff. We knew Hannah was ready for public school and Kindergarten; with a heavy heart, we didn't say goodbye, we said "see you soon." We are fortunate in that we live within 15 minutes of Norma's house and we have had the pleasure of keeping in touch with her and seeing her through the years. We were delighted that she just attended Hannah's 5th grade elementary school promotion ceremony!

We have the deepest gratitude for Norma and her staff, and provide our most sincere recommendation for the Little Hands Daycare program. If you would like to discuss our experience in greater detail, please contact us at (301) 972-2334.

Sincerely,


Sharon and Todd Kauffman