

02/26/11

Mike and Ben -

We'd like to thank everyone for the care given to my mother over the past years. She was so helpless and unable to speak for herself which made it that much more important to us to feel comfortable with her caregivers. We can all agree that once we got to know the staff and they got to know my mother's needs, we were very comfortable with the care she received.

You always hope that your loved ones will be treated like family wherever they live. I believe that your staff did their best to treat our mom with kindness and compassion as they do with all residents. We've seen them giving the residents hugs and calling them with affectionate nicknames. We watched while staff took the time to talk with them and laugh with them and ask them what they needed. That human touch makes all the difference.

A few months ago we had written a few words of thanks for the care the staff had been giving to our mother. We placed it on her bedside table for staff to read as they came to her room. I have enclosed a copy of that message that we'd like to be shared with the staff once again.

We do not want to forget to thank the activities staff, kitchen staff, laundry staff, cleaning staff and office staff for all they do, day in and day out, to provide for everyone's needs and comfort.

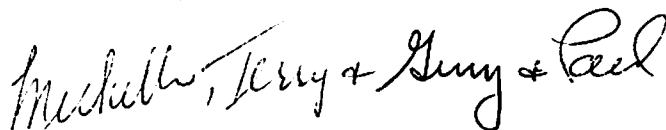
Finally we wish to thank you both for the time you took to get to know us and listen to any concerns we might have had. You were always willing to make changes if we thought that was needed. You clearly value the residents and strive to improve the quality of their lives.

"Thank you" is such a small statement for such a great gift.

Enclosed please find 10 gift cards of \$50 each. It would be our wish that over the next 10 months that one gift card be given to the employee of the month in Lorraine's name as an extra thank you for making Dodge Park a loving home for the residents.

Sincerely grateful,

Michelle, Terry, Gerry and Paul
Lorraine Boucher's family

A handwritten signature in cursive script that reads "Michelle, Terry + Gerry + Paul". The signature is written in black ink and is positioned below the typed names of the family members.

A message of thanks from Lorraine and her children

Our mom was always a caregiver. She always put the needs of others before herself. She never asked for help because she never wanted to put anybody out, yet she always went the extra mile for others. When she was the recipient of kindness, she was humbled and grateful beyond what was warranted.

It has been a while since we've expressed our thanks to all of you for all that you do for our mom. If she had been able to articulate her thoughts, she would surely express her deep felt gratitude. Knowing this, we wish to let you know what we believe she would like you to hear .

Thank you so very much

- ***Thank you for seeing me as a real person; for speaking directly to me and using my name.***
- ***Thank you for maintaining my dignity even as my age and disease continue to rob me of my abilities***
- ***Thank you for bathing me with care. My body is stiff and my legs are weak so I know it is difficult.***
- ***Thank you for propping me up when I'm leaning over and for seeing to my comfort.***
- ***Thank you for feeding me. I chew a lot and I take a long time to swallow. I know the patience you must have to help me through this every day.***
- ***Thank you for keeping me dry and clean. This is not a pleasant task and I'm so grateful to you.***
- ***Thank you for not defining me by my failing body and mind and for knowing I was once vibrant, healthy and self-sufficient.***

When you treat me like family I can feel it deep in my heart even if I'm unable to tell you. Thank you all for being my extended family and giving me all the care that you do. I only wish that it were I, giving care to you.