

March 25, 2014

Dear Cathy and Bob:

I wanted to tell you how happy I am with your facility. My father, Elmer, has been a resident of LaCasa Grande, cared for in his own home and a resident of Braybrook. Your facility outshines all of his previous homes!

The most important difference is the way you treat your staff and residents. All are treated with respect. Some of your employees have even said they couldn't wait to come back to work after a vacation. They love their jobs. I understand that you even created a position and altered schedules for one staff member. I know of another instance when a staff member came in to check on a resident and a new employee in the middle of the night.

Your staff and residents are treated more like family than employees or caregivers. They not only tend to my father's needs, but they truly enjoy interacting with him. Whenever Dad, who doesn't speak, makes a comment or does anything, good or bad, I hear from the staff. I'm not just informed, but am truly delighted or proud when he gives them "five" or a kiss. I was proudly informed when Dad spoke and when he walked after a fall.

When Dad fell, I was informed immediately. They were properly concerned, but not in a panic. Due to their immediate phone call, I was able to arrive at Cinnamon Cove, ride in the ambulance, be with Dad in the ER and return him to Cinnamon Cove after being treated.

They are proactive. After Dad's fall, they immediately implemented a protocol that requires two people to walk with or transfer Dad.

Some other things that make Cinnamon Cove an outstanding facility: Bob is there Monday through Friday from 8 AM until 5 PM. Cathy is there frequently. I've seen both, Bob and Cathy, repairing or cleaning and assisting and/or interacting with the residents.

I have and will continue to recommend Cinnamon Cove to all who may be in need of a good place to live.

I am, respectfully yours,

A handwritten signature in blue ink that reads "Marilyn S. Loper". The signature is written in a cursive style and is positioned above a horizontal line.

Marilyn S. Loper