

Health Care Association of Michigan
Promoting Excellence in Senior Care

Year End Report to the Legislature
*Thankful for
Compassionate Care*



2017



Thousands of positive actions and outcomes occur on a daily basis in today's skilled nursing and rehabilitation facilities.

Thankful for Compassionate Care

Skilled nursing facilities are part of big and small communities across our state. Annually they care for nearly 100,000 residents of Michigan.

Every day our member facilities receive thank you letters from residents and families acknowledging the quality care they provide. From a person returning home after receiving therapy for a knee replacement to a family member that is grateful for an aide that held their parent's hand at the end of life, nursing and rehabilitation facilities are the solution for thousands of people throughout Michigan.

This "Year End Report to the Legislature" provides a small fraction of the comments reflecting the thousands of positive actions and outcomes that occur on a daily basis in today's skilled nursing and rehabilitation facilities.

We hope you take a moment to read these letters and that you find them as poignant and inspiring as we do. They are conveniently organized by county.

Thank you,



Melissa K. Samuel
President/CEO

HCAM is a statewide trade association representing proprietary, not for profit, county medical and hospital - based long - term skilled nursing and rehabilitation facilities. Nursing facilities play an integral role in our healthcare system. There are more than 400 nursing facilities in Michigan caring for more than 40,000 of your friends, family and neighbors.

The cover photo is from a rehab success story from The Laurels of Bedford.

Bay County

Bay Shores Senior Care & Rehab

The staff - all of Bay Shores,

To each of you wonderful people who made my stay a great experience, rather than the fear I had all my life of a “therapy place,” I wish to say thank you in the humblest way. Little did I know I needed more than physical therapy. Kindness, understanding of my fears, caring and affection—you provided all that and more. What a team you are!!! Do not lose that comradery. I have only praise and wonderment, as I explained to the directors of the departments, at your unflinching devotion to your work.

I will miss each and every one of you. You made me a healthier man and I feel I am able to start a new and exciting life. I realize how “gushy” this appears nevertheless it is all true.

Bless you all and take your Bay Shores from a ‘five-star’ to a million star facility.

In much humbleness,
Paul

Huron Woods Nursing Center

Dear Huron Woods Staff,

When a family needs to move a parent to a long-term care facility, it is a time of doubt mixed with a little guilt and a lot of concern about what the future holds for that loved one. When mom first came to Huron Woods in 2010, it didn't take long for us to soon feel comfortable with the decision to move her here, and that was because of you.

Not only have you been professional, you have been kind-hearted and thoughtful. You treated her as an individual and worked with her personality. Over and above the professional care, the camaraderie she had with staff and the special friendships she developed with some of you, made all the difference in the world to mom.

Each one of you had a positive impact in the life of Jackie. I appreciate how you treated her with concern and respect, and how you shared laughter, stories, songs (and chocolate!) with her.

Thank you for always being very gracious in your interactions with me, other family members, and her visitors. Thank you from all the family.

Many Blessings,
Ellen

Benzie County

Maples – Benzie County Medical Care Facility

To The Staff at The Maples

On behalf of Eleanor who spent her last years with you, I want to thank you for treating her with such compassion. She was so blessed to have found your facility where she was treated like the family she didn't have. You showed her love and cared for her like she was one of your own. For that may God bless you all.

With love,

Dana (friend and one of the children Eleanor babysat for in the 1940s)

Berrien County

Royalton Manor

Dear Staff Friends at Royalton Manor. I started to list you all by name but it was so lengthy I decided to merely list you as Friends, because you know who you are and that you are just that, our Friends.

We members of Sarah's family are SO grateful for the wonderful care you extended to her in her many levels of need since she arrived here last March. In our communication with distant friends and family they often expressed sympathy for what they fully expected to be a concern of ours, that is "was she REALLY being well cared for?" It was with confidence that we were able to reassure them that she was receiving the best possible care at Royalton Manor! While it was difficult for us to relinquish her care from our own to anyone else, we knew we could no longer adequately care for her at home and within a short time of bringing her here and spending many hours with her, it was clear to us that we'd made, not only a necessary decision in bringing her here, but a good one as well.

The level of professionalism was accompanied by a friendly, sympathetic presence and, to us, a surprising level of awareness of the family's needs. Those were consistently addressed. In fact, there were several services available for Sarah that we were ignorant of and which were offered in advance of there even being a concern or 'crisis' for us.

When she was in the active process of passing away everyone was so tender and considerate and we were deeply moved when one after the other came into the room and spoke affectionately to her and of her. There are simply no words adequate to express our gratitude!

May God bless you each in your unique roll in making all of the above happen for her and us.

Sincerely,

Anita, Erin, Skip and Kathy

Branch County

Laurels of Coldwater

Dear Laurel's staff,

Thank you for caring for Walter when his family was no longer able to safely provide the level of care he required. It gave us peace of mind to know he was receiving 24/7 attention from trained professional caregivers. May God bless each one of you as you continue to provide gentle care to the remaining residents in your center, treating them with the respect and dignity they deserve.

In appreciation,
Kevin & Stephanie

Calhoun County

Advantage Living Center—Battle Creek

During the time I have been here, Freda has made it easier. It didn't matter how she felt, she always showed an upbeat attitude. She's always in a loving mood.

She cares about every person she's in contact with. She gets an A++ from me.

Ruth

Calhoun County Medical Care Facility

It is with deep gratitude, that I write this note to the staff at Calhoun County Medical Care Facility.

As a former employee, I always touted the sincerity and good works of the staff. Then, I became a recipient of that care and concern, through the life of my mother, Violet.

Mom spent her last days on Beechwood Hill, but she'd been at the Medical Care Facility several times before, for rehabilitation and she was also a client of Marian E. Burch Adult Day Care Center. You might say, mom had the full treatment experience!

Whenever I had concern or question, there was always an attempt to provide me with the quickest answer, to alleviate my fears...no matter if it was the on-hall nursing staff, the nurse managers, Social Work or the front desk staff.

Mom never requested much...except her hot tea! To the end, she tried to be the cheery, loving person that she'd been all of her life. Pain, however, continued to be her constant companion.

Mom had problems remembering names, but she understood who went out of their way to keep her as comfortable as possible. Come to think of it, I'm as bad at names as my Mother... it must be a genetic trait!

As Mom lay dying, staff from other halls and treatment areas came to say their goodbyes to Mom, and to offer me a word of encouragement. These actions were like gold to me.

I watched as Mom received her last bed bath. The aides' actions took on a spiritual quality. Each limb was gently washed and lotioned. The aides always told Mom what they were doing and apologized to Mom, if they thought their actions were causing any pain. At the end, Mom was mostly unresponsive. However, as I sat in her room, watching, I thought I was witnessing love, caressing my Mother to her final destination.

Please know that the love and kindness expressed to my Mother and me, will always be remembered.

Jane

Laurels of Bedford

I would like to thank the staff at The Laurels of Bedford for taking such excellent care of me. I was admitted to your facility for rehab as I was experiencing blackouts and my doctor informed me that I had Parkinson's Disease. Day by day my health was declining. As my symptoms grew worse, my sons pre-paid my funeral and braced themselves for the worst. Although the situation appeared to be hopeless, a second opinion was sought after, and the Laurel's staff never gave up on me. Much to my surprise, it was discovered the medications I was taking were actually causing many of my symptoms. Miraculously I began improving and I made a 100% recovery. The first thing I did following my rehabilitation stay was purchase my dream car, a Stingray Corvette, straight off the showroom floor. Without the care, compassion, and perseverance of the staff at The Laurels of Bedford, I wouldn't have been given this second chance. I am truly blessed and am forever grateful for all of you!

Edith and Family



Clare County

North Woods Nursing Center

To the entire staff of North Woods -

We can't thank you enough for the wonderful care Roger received at North Woods. Everyone he met went that "extra mile" with him. You were all so caring, compassionate, and upbeat that you made his stay enjoyable. Knowing both sides of the coin now, I wouldn't hesitate to recommend North Woods to anyone searching for an excellent long term care/rehab facility.

Thank you all—
God Bless
Roger & Lonnie

Clinton County

Hazel I Findlay County Manor

A sincere and heartfelt thank you to all departments/employees that helped our mother, Ruth, on her journey the last 4 1/2 years. Your hard work and dedication is inspiring. Your tender care and love shown to our mother will never be forgotten.

St. Johns/Clinton County residents are extremely fortunate to have such a wonderful facility to help their loved ones in difficult times.

Respectfully,
Keith & Sandy

Delta County

Bishop Noa Home for Senior Citizens

I can't thank the staff of Bishop Noa enough for the wonderful care and compassion I received while I was there. I was so apprehensive about my surgery but recuperating at Bishop Noa made it into a wonderful after surgery experience.

Everyone was so nice. The whole staff was exceptional!!!

There is no place anywhere that I would have rather gone. You are all A+ with me. Thank you so much. I will always remember all of you. We are so fortunate to have you.

God bless you all

Genesee County

Regency at Grand Blanc

Dear Administrator and Directors:

Regency has a wonderful group of women and men who kindly cared for my needs from October 11 to December 23, 2017. I appreciate all of them.

Some with a happy smile and pleasant voice gave extra time to accommodate without being asked and some listened to my understanding of the situation. Seven deserve an A+.

NURSES: Kandus A+, Jeanette, Shery, Jessica, Paul, Jeff

NURSE AIDS: Kim, Verna, Kay, Carla, Kelly, Kayla, Shonte, Brenanna, Maryann, Julius, Amanda, Quattea, Michael. I don't remember the names of the others.

UNIT MANAGERS: All four were very helpful and Tammy A+ was especially helpful in a kind manner.

THERAPISTS

SPEECH: Carly A+ was excellent in understanding and excellent in kindly giving suggestions for improvement.

PHYSICAL: The two Terrys, Debb, Josh, I forgot the name of the other man

OCCUPATIONAL: Jennifer B. A+, Desiree A+, Debb, Vana

THERAPIST DIRECTOR: Joelle A+

LAUNDRY LADY: Loraine

DINNING ROOM AND BISTRO: Caudella, Sharon, Tonya, Garry, Lou, Devantee

I greatly appreciate your social worker Jennifer Sitko A+ whose fine observation and kind direction encouraged me. Also I am thankful for the mail lady and variety of activities.

Your menu has a wide variety of excellent food and your chiefs prepared delicious, generous servings.

Thank you,
Donna

WellBridge of Fenton

Hi Mike: Greg writing. I have finished my work on a poem about Wellbridge of Fenton that I thought that you and many of the employees would appreciate. I hope you and others enjoy it and that it all fits in this message box. :-) Greg

Wellbridge Poem

I arrived at Wellbridge of Fenton,
and yet again in need,
I love this place so much,
Am I so full of greed ?

"You're back !" was the cheerful welcome
Improvement is the plan,
Chef's, Therapists, Nurses, CNAs
Life here is oh so Grand!

They quickly arrived for therapy,
It was difficult to reach a goal,
Had this frail and weak tired body,
Previously paid just too high a toll ?

PT/OT made a plan,
They'll make you try and try,
For all their valiant efforts,
Tears of Joy I want to cry !

Nancy, Torrina, Mark, Mariah,
Lyn, Nicole, they top the list,
All therapists are oh so super,
Some names I'm sure I've missed !

The Bistro Chefs are superb,
Their meals are always on par,
Please thank them and show appreciation,
You may receive Chris's peanut butter chocolate bar !

There's another guy known as Ryan,
A loyalist, never a traitor,
Please always remember his name,
For he's the Administrator !

Dr. Larsen, Queen of the Docs,
Caring, brilliant, so well educated,
She'll prescribe your medications,
And make all your ails eradicated.

I could mention person after person,
Name after name after name,
Sommer, Sade, Jacqui, Cristie and others,
They're in the Wellbridge "Hall of Fame" !

My physical stability sometimes faulted,
And this is the Wellbridge trend,
Friends we always did remain,
Right up till the end !

The things that everyone taught me,
If my memory does not stall,
Will remain embedded in my brain,
That never again should I fall !

So if you are not feeling well,
And you need to get back in the race,
There are people who will help you feel better,
Wellbridge of Fenton is the place !

Gratiot County

Laurels of Fulton

Where do you begin to thank the ones who took care of my mother for 10 years!

From the kitchen crew, laundry, maintenance, CNAs, activities, nurses & office staff. You all went above and beyond and made me feel good about having mom in a “nursing home.” There were so many changes over the years and we weathered them all together. You all always had mom’s best interest at heart. I keep thinking about all the times she said I love my nurses and friends. These were words from her heart and made mine happy. I feel like I should be rushing there to see her still. The love those last few days and the tenderness will stay in my heart forever!

If only we could all be as thankful as mom this world would be awesome!

Love,
Sandy and family

Huron County

Courtney Manor

Dear Courtney Manor staff,

My aunt Jane has been a resident since 2011. Your kindness to her and her family have always been admired. On Dec. 1 when her son, daughter-in-law and I came to deliver the shocking news of her daughter Gloria’s sudden passing, your compassion and care greeted us the moment we stepped into the door. Thank you for all you did for each of us and have been continuing to do.

Most sincerely,
BJ

Iosco County

Lakeview Manor Healthcare Center

Staff and residents, how do I express my gratitude for your time, attention, patience and kindness that you extended to my mother? During a very difficult time in her life, you were there for her, offering peanut butter & jelly sandwiches, peanut M&Ms, a smile, a song...all hours of the day and night. I will be forever grateful for your kindness and loving attention to her. She is, no doubt, resting in peace. Thank you all, for being there for her and me, and for the beautiful plant that I will nurture and cherish.

Blessings to you all,
Kimmie

Iron County

Iron River Care Center

Dear Robby, Kelly and all the loving staff at Iron River Care Center,

With deep appreciation for assisting our family in the transition of our beautiful mom/grandma Rica into the nursing home. It was one of the most difficult things our family experienced—but your kindness lightened our heavy hearts.

Thank you also for the beautiful plant. It will be placed in a prominent place—where it will remind us of her strength, love and faith.

God Bless you all with patience and perseverance as you continue your vocation in caring for the precious elderly.

The family of Rica

Isabella County

Laurels of Mt. Pleasant

To the staff of Laurels of Mount Pleasant I give you the biggest thank you. The care & love that I received during my stay was amazing.

Each and every one of you has become my family and have and always will have a special place in my heart.

The only thing I wish for is that you continue with your hard work and dedication. I know there is a special place in heaven for you all.

I won't say good bye...but I will say 'see ya around.'

I love you all and God bless.
Richard

Jackson County

Faith Haven Senior Care Centre

My name is Sabrina and I'd like to share my story here at Faith Haven, along with my therapy. When I came here in May, I was unable to walk, use the bathroom alone nor could I dress myself. The staff has been very attentive with my personal care and emotional wellbeing as well. I started therapy, with leg weights which strengthened my legs. At first I had given up all hope. My fear of being a vegetable physically was very overwhelming.

The staff took their time with me, in transition from the bed to wheelchair, to the walker. My thought of walking alone was like merely impossible. Daily I struggled to become independent. Prayer and faith with the willingness was my hearts desire. The staff encouraged me to be confident. My hearts desire to be at home with family enjoying the bondage of love and support. My children have been very supportive and they have become more close.

Dialysis for a month was scary to me, the effect that it had on my body, cold and achy tired out from the flushing of the debris out of my system. After I was discharged from dialysis I was a little back to normal. Now here it is time to go home more confident, able to dress myself, wash myself, walk with a walker. I have God to thank for this and the staff. For their attention and compassion has given me the confidence to carry on with my life. Even if there aren't always good days, my good days outweigh my bad days.

Thank you staff and Encore Rehabilitation Service.
Sabrina

Jackson County Medical Care Facility

Dear Staff:

Our family appreciates the love and care you provided our Mother, Mitzi, during the duration of her stay at your facility.

She expressed to us that she felt at home and that the staff were attentive and caring.

We appreciate the way the staff teased her like family during her five days.

Thank you.
Clark & LaLoni & extended Family

Kalamazoo County

Laurels of Galesburg

Sue exceeds her duties every day, she keeps me and the room so clean. She curls my hair for me, cleans my closet out and makes it so I can find everything. If I need something she is right there getting it for me. Very good bedside manor.

Denise is a wonderful person. She is always available. She's a good listener and makes all my appointments. She makes the appointment for me and sets up all the transportation. She listens to me about everything on my mind. She is very helpful if I want to talk. She's all over the building, helping everyone.

Ernie is so encouraging when giving therapy. I had gotten so discouraged when I was in therapy, learning to walk again. He wouldn't let me give up. When I got sick and went to the hospital, he was right here to help me when I got back. He came to check on me when I had my leg removed and couldn't do therapy. Ernie is a caring therapist.

Thanks,
Wendy

Plainwell Pines Nursing & Rehabilitation Community

Thank you to all the nurses, CNAs, kitchen and housekeeping staff who helped boost my spirits and keep me comfortable. I really appreciate all the niceness I received during those hard times. You guys always make me smile and made my friends and family feel welcomed.

Much thanks to all!

With love,
Peggy

Kent County

Metron of Forest Hills

Thank you to both the staff during the day and those at night. The care, kindness and respect you showed both to my dad and myself was very much appreciated.

God bless you all for all the hard work and compassion you show every day.

Many thanks,
David & Sandy

Pilgrim Manor

Merry Christmas 2017 & Happy New Year 2018 to all my good friends at Pilgrim Manor,

I am Bob. My Mother Marie lived there from 2006—20015.

My family and I will never forget the wonderful care the staff—everyone—gave my mother.

I hope this card finds all of you well. And, if you are a new employee, how lucky you are to work at such a patient-centered facility.

The true lucky ones are the residents.

My best to all -
Bob

Spectrum Health Rehab and Nursing Center Fuller

Dear Amy,

I want to thank you for all the help provided that has been given in the facility.

I am amazed at the staff willingness to help me, no matter what time of the day or issue that was brought to them.

PS: I feel that I would not have come as far as I have, if I had not worked with Danielle, social worker, who has done more for me perhaps than she had to.

My success is the success of the facility.

Livingston County

MediLodge of Livingston

Yevone,

I just want to thank you for the great effort you made in finding me money and giving me hope for my future.

Please continue to advise me.

It is a great pleasure to communicate with a lady of your energy and intellect.

Fond Regards,
Richard

Luce County

Golden Leaves Living Center - Helen Newberry Joy Hospital

Staff at Golden Leaves Living Center,

Thank you very much for your considerate care of mom while she was there and also for staff's kind comments regarding her in your lovely card.

Carol, Jim, Bob, Margaret, Ruth, Dave, Ellen & Dick

Macomb County

Advantage Living Center - Armada Village

I just wanted to say thank you for taking care of my mother Belva for almost 10 years. I've never met a more kind and caring group of people who are so devoted to making sure she was comfortable and well cared for and loved in the last decade of her life. The advantage living center is a truly unique place that makes both the resident and their family members feel at ease knowing that they're getting the best of care. I will never forget all the good memories I've had with my mom and all of you who've cared for her.

Thank you so much!

Jack

Advantage Living Center - Roseville

Dear Advantage Home,

My mother Margaret is a resident at Advantage. I just wanted to say that the care she receives is wonderful and the food is great. My mom tries a lot of food, all good. Thank you for caring.

Mike

Advantage Living Center - Warren

To all of PT & OT - I appreciate everyone in this department. I thank you all from the bottom of my heart.

To everyone who works on the nurse's staff - I want you to know that I appreciate what you all have done for me.

This is for all the people that work housekeeping - I appreciate everything that you all do for me.

Dietary food department—thank you all that prepare the food for me. I appreciate everyone that works on staff.

Social workers (the two ladies that work on staff) ward clerk (two ladies on staff) the people who work in activities, business office, central supply and speech therapy- I appreciate everything you all do for me.

Pearline



Autumn Woods Health Care Facility

To whom it may concern,

Cathy and I are very satisfied with the staff at Autumn Woods.

The family care meetings are very helpful and everyone is very professional and informative. They really care about Judy as a person.

Sandra and Danielle really are very special people. They both have taken a great interest and really care about Judy's physical and mental health. We are very comfortable and relieved that Judy is getting not only the care she needs but the love and compassion from these two ladies.

Robert in Resident Services has been a great help with Medicare and Medicaid. Going into this we had not had any experience. Robert is very knowledgeable and he has assisted and guided us through the process.

The overall staff is very friendly. I will never forget the first day I had to visit Judy on the second floor. I asked a young man for directions. He was so kind and took me there, comforting me along the way. I wish I knew his name because I was so thankful for him on that journey up the elevator to the second floor.

From the minute you walk in the door everyone greets you with a smile and small conversation. Thank you to everyone at Autumn Woods for keeping our sister safe and allowing her to keep her dignity!

Terry and Cathy

Regency at Shelby Township

Dearest Regency Family –

It is a funny thing my family feels as we leave this place. Although none of us expected nor wanted our dad to suffer a stroke, we all feel the blessings that have come from our dad's health scare.

There is a heart that beats in this place, this home. There is a warmth that is felt from every soul. From the girls who greet us as we walk in the door, to each face we meet as we walk down the halls. The nurses who truly care, the aides who understand and love on our dad as we would. To the kitchen staff who patiently wait on us as if we are their only guest in a fine restaurant, greeting us as regulars.

The cohesiveness between all of dad's therapies was so conducive to his progress and really helped in building a relationship of trust and friendship.

We cannot thank you enough for the exceptional care and more importantly the kindness and love in which all of you gave to care for our father in one of our darkest times. You, each one of you, were a light!

May God Bless You –
The family of Roger

St. Anthony Health Care Center

To whom it may concern,

I arrived at St. Anthony Health Center on Monday, August 22, 2016, after a ten day stay at St John Macomb Hospital.

Having originally planned for a possible week to ten day stay, it soon turned out to be nearly six weeks.

From the moment I arrived, I was treated with warmth, smiles and dignity. The admissions staff was kind, friendly, generous and helpful.

Once settled in, I was welcomed by several friendly nurses, aides/attendance and dietary personnel. I was made to feel comfortable and safe. A slight problem with the air conditioner was swiftly remedied by a very capable maintenance staff member named Craig. He proved to be a very helpful and understanding ally throughout my stay.

Within the first 24 hour period, I was set up with both an Occupational and a Physical Therapist. This had been discussed with family members and St. Anthony prior to my arrival. Kristen Coy and her staff were second to none.

I realized early on that I was in a very caring and thoughtful, neat and clean facility. Each individual working there was the best at what they did. Whether it were nursing, dietary, housekeeping or maintenance, when a problem or need arose, it was remedied quickly and happily.

My room was cleaned and bed was made on a daily basis. Therefore, I always knew that when I returned from therapy, my bed would be made and my room would be neat and clean. And even though there was a shower schedule, I knew that if I felt I needed an extra shower, there was never a problem and was always met with enthusiasm and a friendly smile.

I fondly remember one particular day Erin Hamilton, the Administrator and her admissions director, Leisa, took me for a walk outside and around the facility to show me the new building expansion and parking area. They were both very kind, informative and fun.

As time moved forward, I was made aware of my progress on a daily basis and my discharge date of when I would be going home.

As is the case in health care facilities, it is those on the front lines that make the biggest difference in the quality of your stay.

I cannot conclude this letter without mentioning Claudette, one of the many great C.N.A.s employed by St Anthony. She in particular took time every day not only for me, but for all the others in her care. She treated us with individuality, a friendly smile and her anticipation of our needs. She is, by far, one of the finest C.N.A.s I have had the pleasure of knowing.

I would like to thank everyone for doing the job they do so well, and especially Erin Hamilton, who obviously holds everyone to the highest standards possible. And it shows.

Lawrence

Saint Mary's Nursing & Rehab Center

To all the staff at St. Mary's,

Our whole family thanks you for the excellent care that H received from you during his short stay at St. Mary's Nursing Home. We will always remember the loving atmosphere and smiling faces that made H's stay so pleasant.

Sincerely,
Barbara and family

WellBridge of Romeo

On September 14, 2017 my dad, Carl, passed away peacefully in his sleep. Our family will be forever grateful for the love and kindness shown to our dad during his stay at WellBridge of Romeo. We love our dad so very much and it was so important that he was in a great place after being discharged from the hospital!

Thank you for welcoming Bella to come as visit as well, that meant a lot to us!
Lisa and Susan

Marquette County

Eastwood Nursing Center

Thank you so much for the compassionate and wonderful care for our mother Edith. We really appreciate your thoughtfulness and compassion.

Family of Edith

Menominee County

Roubal Care & Rehab Center

To everyone here at Roubal's, we cannot thank you enough for the very special care you have given our dad, for what seemed like a very short time.

He always said how glad he was to be back in Stephenson where he grew up and how happy he was to be at Roubal's where everything is free :)

Dad especially loved all the homemade sandwiches and delicious desserts. I think he told everyone that made him a sandwich that it was the best one yet.

Dad will miss the monthly happy hours and everyone knows how he loved his polka's.

Thank you for the adjoining rooms that made it easier for mom and dad to share time but also for family and friends.

Hats off to all of you who have made Roubal Care Center what it is today. Dad loved to joke with you but he really appreciated your hard work, especially around 7 PM. :)

We miss our dad very much , but we have many fond memories to a last lifetime.

Thank you all!
The family of Stanley

Midland County

Brittany Manor

Dear Staff at Brittany Manor Rehab

Thank you so much for providing such great care to our mom from about May 15—June 6th. Our mom said several times "I like it here. Everyone is so nice." The kindness you showed to our mom will be remembered.

Midland King's Daughters Home

Dear Staff at KDH,

As you may be aware, Alice's family is spread across the country and thus unable to participate in her daily routine or care. We were glad that her husband, Fred, could visit most days.

Gentle & attentive care from you provided us with peace that she was content and that her needs were being met throughout her time with you. It was Alice, herself, who told us many years ago that if she ever needed care, she preferred KDH.

She and we were blessed that you could be there for her.

Thank you for all you did for her, and vicariously for us. Thank you also for the beautiful flower arrangement you sent. Alice always loved flowers.

With Gratitude,
Fred and Family

Missaukee County

Autumnwood of McBain

When I first heard that I was going to a nursing home, I feared the worst. I had always thought you go to a nursing home to die. I spent my first night crying, scared I would never be able to go home.

The next morning, the therapy department came to see me. They asked a lot of personal questions to get to know me, my living situation, and what I needed to do to go home. It was then that I realized they were here to help me get back to where I needed to be, I just had to work for it.

I became more determined than ever and worked hard with my therapist's guidance to get back home. It has been exactly one month since the day I broke my hip. I am able to go back home to take care of myself the best way I know how.

I was wrong; nursing homes are not just a place to go to die. Although I had a good experience, I am ready to get back home, and I have the staff at Autumnwood of McBain to thank for that. Thank you to all the staff for giving me my life back.

Monroe County

Fountain View of Monroe

Dear Mr. Lowery,

My mother, Mary Lou, has been at Fountain View of Monroe for a little over a year, first as a rehab patient and now as a long-term care resident. I want to take a few moments to write to you and let you know how greatly pleased our family is with the quality of care and services at Fountain View.

Without exception, we have encountered nothing but friendly, kind, courteous, patient, and compassionate individuals working on the Fountain View staff. All of your employees and volunteers share ready smiles and warm greetings, and they eagerly offer up assistance on a variety of issues--often before help is even requested!

Everyone I have met over the course of this past year--nurses, aides, therapists, activities department staff, kitchen and maintenance workers, management,/administrative/clerical staff, social workers, housekeepers, transportation, the beautician, volunteers--all have been nothing short of consummate professionals in the roles they play at Fountain View.

Mom's ALS diagnosis was a tremendous blow to our family. The Fountain View staff has walked with us through some very difficult times (especially in the beginning when the challenges were new for Mom and for us) and also through some very happy times. Life at Fountain View is as good as it can possibly be! Mom so enjoys the many activities that Fountain View offers, and the physical care that she receives from your superb nursing staff is a most excellent. We could not ask for anything more or better!

To all of the great people associated with Fountain View of Monroe: You have created together an incredible community! That's what makes you so special. When family and friends of Fountain View residents enter into the building, a sense of "community" is unmistakable! When I come to see my mother, I never feel like I am walking into a sterile institution. I feel like I am coming into a neighborhood--a neighborhood of some of the finest people I have ever met in my life. What a blessing that is indeed!

With heartfelt appreciation--I am,

Sincerely yours,
Sally

Hickory Ridge of Temperance

My mother has been here for about 9 years and she loves it here. The activities keep her engaged with others. They also have great outings they take the residents out on like, Mud Hens games, casino, symphony, etc. The staff is very caring and understanding. She loves that they have a beautician on site that does her hair. It truly is a great place to have your loved one.

Muskegon County

Christian Care Nursing Center

Thank you all for your loving care of my parents and for making sure that my daughter Bethany was supported through the difficult process of being nurse and granddaughter.

The following background information was submitted by the administrator at Christian Care Nursing Center in order to explain why the above letter meant so much to them.

We chose this letter in particular because it is unique in comparison to the rest. There are many heartfelt letters that we have in our cache however this one sets itself apart because of the following reasons in our opinion:

This started out with a charge nurse trusting us to take care of her grandmother.

The family was pleased with the compassion and love given to their mother/grandmother and they trusted us to care for their grandfather.

The grandfather was admitted to the long-term side on hospice to be with his wife who had severe dementia.

The bond between the two spouses in the setting and environment was inspiring for all who shared this experience.

The support from family to staff and staff to family was overwhelming and Christian Care did everything possible to try and comfort the charge nurse who worked on the neighborhood with her grandparents. I remember telling her one day "take all the time off you need and do not worry about anything related to work" and her response was "I need to do this, it keeps my mind busy." I respected her wishes. I walked away and thought how it would be putting myself in her shoes. In the end we put our trust in GOD and left it in His hands.

We all watched the grandfather rapidly decline as we provided care. During the process the family support was heavy and wonderful. SO many compliments and hugs.

Even though we faced many challenges (Lord knows that all of us in long-term care do) the charge nurse's love for her grandparents and all of the other residents as well as the love we felt for all of them exemplifies our mission.

What we take away from this is that Love is unstoppable and immeasurable. The quality of care and Love given reciprocated between Christian Care and family was tremendous. It is what drives all of us here and we have many more stories.

Roosevelt Park Nursing & Rehabilitation Community

To the staff at Roosevelt Park,

From the administrator to the office staff, to PT/OT, to the nurses and aides, we want you to know we are grateful for your service to us by serving Dale.

Enjoy these treats—we hope they sweeten up an often thankless task!

Mary, Dale, Mark and Kathy



Oakland County

Regency at Waterford

To the greatest staff ever,

Once again, you have my undying gratitude. Thank you so much for caring for my needs, always with caring and gentleness. Patients who require lots of care isn't always easy. Treating them with the care you would give to your own, mother, father, etc. God bless you for that. These last 3 months I have made friends with some of you, who in all probability I'll never see again. (That makes me sad.) But if you ever see me somewhere out of this facility please come up and give me a hug. It is my pleasure to call you my friends! Thank you for caring for the 'least of these.' (Meaning some for sure will never leave this place.) I may forget your name, after all, I'm 80 years old, but never the warmth of your faces and smiles.

My prayer for you, "now unto him who is able to keep you from falling and make you stand in the presence of His glory, blameless with great joy, to the only wise God our savior, through Jesus Christ our Lord be glory, mighty dominion and power before all time now and forever Amen."

Fondly for all time,
Marquita

South Lyon Senior Care & Rehab

Open letter to the Staff of South Lyon Senior Care
From Larry, Sheryl and the Family of Neva

My Mom, Miss Neva, was a resident of SLSC from October 2015 until late March 2017. I am sad to report that she has now gone to be with her Lord. She passed away peacefully Thursday, May 11th. It was a sad day when she passed but there have been many happy days with great memories. Many of those memories were from South Lyon Senior Care!

I cannot stress enough how happy my family has been with the care my mom received while living at the South Lyon Senior Care. Every department of this home is extremely dedicated to the care and wellbeing of the residents. Having been a regular visitor to check in on Mom, I am well versed on how this home is managed. I could not have been more pleased.

There were so many memories to recall but a few examples were when the kitchen staff *even* let Mom come in to make old time biscuits and gravy. What a treat! Her hair was always impeccable thanks to Linda and how about those purple nails! Thanks Melanie! Mom's rehab activity started when she first arrived and then Ashley was regularly kicking me out after breakfast to do "chair leg exercises." Harriet, Milda, Lelia, Ester, Mom and others would all join in the fun. Every morning I was SO pleased to see Miss Shelia in the room doting on Mom and Miss Ellen making everything spiffy, including the picture of my sister and me that Mom kept close. I could always count on Eve, Pam, Bianca, Mitch and other caring nurses to ensure that Mom was well and happy, not just surviving! Mitch even sent in homemade fried chicken to make her feel at home! We will never forget how all the kitchen staff tried so hard to get Mom to eat more and prepare whatever she wanted and Miss Tina for poking fun at me for being an on call " Doctor." There are lots of other people that were special to my Mom, too many to mention, but all loved just as well.

A senior home IS a special place and they are certainly not all created equal. This one IS a great one and only because of the caring nature of those who work here!

My family and I will forever be indebted to this wonderful place. My most sincere appreciation goes out to Lorraine for the wisdom to make all this happen years ago and Dr "T" for being a wonderful Godsend!

With our Sincere love and Appreciation,
Larry, Sheryl and all the family of Miss Neva

WellBridge of Novi

LeAnn—

Over the last several weeks, I have spent numerous hours in Room #302. During that time, I have noticed a few people who have been warm & friendly and have gone above and beyond to give Dorothy exceptional care.

I will highly recommend WellBridge to anyone who is in need of rehabilitation.

I would like to express my gratitude and appreciation to the following employees who have given exceptional care to my mother-in-law: Jenna, Melody, Jeff, Winnie, Robert, Tina, Paula & Jim.

You have all been great! Keep up the good work.

Thank you so much,

JoAnn

Ontonagon County

Aspirus Ontonagon Hospital

To Francis' wonderful Aspirus family,

Recently, while watching the Democratic National Convention, Hilary Clinton spoke the words, "it takes a village." After days and weeks of searching for just the right words to express my gratitude to each and every person involved in her life, I am reminded of how very important each of you (her village) were to her. There are so many to thank, from the wonderful nurses and aides, the staff who kept her room and clothing clean, to those who prepared and served her meals.

I would be remiss if I failed to mention the activities department, the heart of the 'village' as I think of it, for the countless hours spent designing the perfect activities.

Mother's love of music was something she never lost and I am so incredibly grateful to Mike Urbis and everyone who provided music over the years. A very special thanks to Pam for the beautiful video of mother playing her favorite tune 'You Are My Sunshine' on the piano, for all of the beautiful pictures, and for the many thoughtful things you helped with. Finally, to Barb, you wowed me with the beautiful scrapbook you made of her time with her Aspirus family ... it means the world to me. You were/are all fantastic and you make a difference to the families who have placed their family members into your capable/caring hands.

So again, thank you to the entire staff for showing mother compassion and kindness while she was with you. You all were her sunshine.

LaVonne

Ottawa County

Heritage Nursing & Rehabilitation Community

To the Team at Heritage,

Just a note of thanks to all of you who shared in providing comfort and care for Kathy during the final days following her three year battle with lung cancer.

We encountered wonderfully talented and compassionate individuals at every turn throughout our journey. You can be proud of the service that you provide and the manner in which you provide it.

Keep up the good work!
Randy

Roscommon County

King Nursing & Rehabilitation Community

Dear Jessica and staff,

We want to express our gratitude for all the compassionate and loving care you gave to Richard during the last days of his life. We are amazed at how our every concern was met without hesitation.

After 54 years of marriage it is hard to say I cannot care for you and then place that loved one's life and care over to strangers you have never met and do not know. It takes a leap of faith and trust that they will do what they say and that you can trust their judgment to make the right decisions when you are not there.

Your staff was so gentle and caring and helpful and most of all understanding and concerned not only for Richard's needs but also for ours.

We cannot thank you enough that you were there for our family when we needed you the most and our dear husband and father was not alone when his time came to return home to his creator.

God bless you all. The work you do requires a special kind of person who knows and understands how to care for very ill and terminally sick people with tender care.

Sincerely yours,
Claudia and Renee

Saginaw County

Saginaw Senior Care & Rehab Center

There are no words to express my appreciation for the loving care you gave my mother for over seven years. Thank you to the office staff, nurses, kitchen staff, maintenance guys (mom loved young, good looking men :)!) beauty shop gals, shower gals, and all the CNA's. You loved mom & she loved you! Thanks also to the activity department for including mom whenever possible. She loved the music. Can't forget to thank house keeping—you always talked to mom and were so kind.

We know she is in heaven.

Love you all -
Betty

Saint Frances Home

To all special employees:

I am so very grateful for the kindness and loving care you gave to myself and especially Alan! You eased my fear and worries with your compassion at a difficult time. I love you all. May God Bless you as we celebrate the Christmas season.

Love,
Mary

Shiawassee County

Durand Senior Care & Rehab Center

Durand Senior Care,

I write this note to offer my sincere thanks for the care you have shown my mother, Ethel, during her ten years of residence. Thank you to Doctor Christy, Nurse Jennifer and all nurses, techs, housekeeping, activities staff, food service, laundry and residents of Durand Senior Care. A special thank you to "Heart to Heart Hospice" for Ethel's final weeks of special attention. Mother always felt welcome in the hair salon, thanks to you Diane. Also, we give thanks to all the concerned staff who stopped by her room during and after her passing on March seventh to offer condolences.

Thank you to each and every one of you for the wonderful work you do. What would we do without you?

With heartfelt gratitude,
God Bless,
Barbara & Jim

St. Clair

Marwood Nursing & Rehab

Dear Mr. Oberly,

Thank you for helping me heal and grow stronger during my recent week in October with your facility.

Everything about my stay was TOP QUALITY... all of the staff, the overall ambiance, the food (exceptionally good and not at all inspirational) ect... Everything!

I felt "at home" and well cared for by staff who were prompt, courteous, and professional in responding to my needs. Everything all about me - from the wooden furniture to the prints hung on the walls - contributed to my feeling at home.

And Rehab staff deserve special mention for adding a few new strategies to my "toolbox" of techniques for dealing with my "dropfoot" condition.

After my hospital stay, I was not ready to go home. After my week at Marwood, there was a huge difference and I was ready.

You have a winning formula to offer our community and I so appreciate your being here.

Thank you again,
Gloria

Tuscola County

Tuscola County Medical Care Community

Dear Ms. Kretzschmer,

My Father has been a resident at your facility for over three years. I felt that he always received excellent care and that the staff was very attentive to his needs.

Today, my Dad took his last breath on 2nd floor Redwood and I have to say, the reaction from the staff was touching and so very much appreciated. There were tears, condolences and hugs. Staff periodically checked in on him while I sat by his bed. They continuously asked me if I needed anything, coffee, tea, something to eat.

Your staff is and has always been professional but they also have the biggest hearts and really do care about their patients. Even though my Dad was often cantankerous and difficult to please, none of them took it personally and they cared about him in spite of his complaints and demands.

Please let your staff know what wonderful employees they are. I have spent enough time at the facility to know some of them very well. I especially want to praise your nurses, CNA's, Dietary (Shelly), Activities (Julie & Brenda), and your Receptionist Abby. I feel very fortunate to have met so many great people there. They do a tremendous job and I can't thank them enough for all the care and concern my Dad received.

#Washtenaw County

Heartland Healthcare Center - Ann Arbor

This review of Heartland -Manorcare, Ann Arbor, MI, is long overdue. In August of 2017, I moved my father from Heartland in Ann Arbor to Atlanta, GA where my sister and I live.

The social worker, Mrs. Masudi was extremely helpful and thorough with everything she did. She meticulously kept records of who she spoke with in Atlanta, including names, date and the time. She maintained communication with me at all times during this process. The staff that attended to my father's needs were, likewise equally as helpful. If I needed some help, they would help; if I was looking for something, they would help look for it. Never was anyone rude or harsh, they were all pleasant, knowledgeable and helpful. The facility was clean, well maintained and large enough that a resident, like my Dad, could comfortably move around.

I am grateful for the level of care they provided my father while he was their guest. If, for some reason, your loved one has to be placed in a nursing home, I would highly recommend Heartland-Manorcare Ann Arbor.

Regency at Whitmore Lake

Dear Regency Whitmore Lake Staff,

Thank you so much for doing a great job caring for my sisters, Marie and Jean. They enjoyed their time at Regency. They felt respected and appreciated as individuals, not just patients.

You all seem to get along and work together well, which translated into better care for my sisters.

Thanks to the entire kitchen staff, for planning and preparing healthy food, for being flexible with my sisters' dietary needs and preferences.

The work you do is very important. Your jobs are challenging, and I was very impressed with your patience and understanding. My sister Jean, having been a caregiver herself for her entire life, had to make a big adjustment to being cared for. Everything you did made a difference.

I wish you all the best. Keep up your good work!

Brother

Wayne County

Advantage Living Center - Redford

I am so happy that Annetta is assisting Dennis with his care. She is loving, caring and empathetic. She deserves recognition for her efforts to make his days brighter as he goes through his daily struggles. We love her for taking the time to care for him and for going above and beyond her duties.

Sally

Advantage Living Center - Southgate

Staff of Advantage Living Center – Southgate:

Launa C., my sister-in-law is probably one of the longest residing residents in your facility admitting August of 2010. As her guardian and elder in my family, I am familiar with a number of nursing homes and find this facility exceptional. Employees have come and gone. However, I have been amazed how the compassion and care of the staff has been maintained.

The nurses and aides have been her family for these many years. They have always treated her with respect and kept me informed of her condition!!

The social worker and the finance staff has always help me perform my duties as the “legal Guardian.” From the day we signed in, Dennis, in admission, has been a point of service and answers. I consider Dennis to be my friend and part of the force that makes the facility place of compassion and LIFE. Such leadership permeates the whole institution with compassionate care.

Thanks to all of you for doing for our “loved one” that which we are not able to do ourselves. Mental Health and physical limitation are very difficult to deal with. Having confidence that she is safe and her needs are attended to allow our entire family peace of mind.

With open LOVE,
Earnest





Alpha Manor

It is with immense and personal pleasure I nominate the Alpha Manor Nursing Home staff and administrator Kim Lucas in recognition of their outstanding leadership and tireless efforts in addressing and raising awareness about life changing and life sustaining issues within their community of residents, staff, client family members and within their surrounding community.

Alpha Manor was hand picked as the place for my mother's and deceased father's personal twenty-four-hour care. My mother has been a resident of Alpha Manor for over five years. At any point in time, I could decide to move her to any other nursing facility, but then again, I have had absolutely no valid reason to do so.

Alpha Manor is not an "old folks" home! It is a place where any resident can call home. Alpha Manor is filled with compassionate and caring individuals who take pride in their every day interactions with the residents who call this brick and mortar building "home."

Over the years, while visiting my mother at Alpha Manor, I have noticed great enhancements to the facility. The decor is beautiful. I have also noticed that stronger security measures have been locked into place with 100 percent team effort regarding its enforcement. No one is able to enter or exit the facility without granted permission and a staff member greeting you. All staff wears their identification badge each time that I have visited. I do visit at random. The staff remains professional by demonstrating a show of teamwork and a willingness to help visitors, family members and residents at all times.

I am very comfortable and satisfied with my mother remaining at Alpha Manor. It is a safe and fun place to reside. I would recommend to anyone that I may encounter to register their loved one at the caring hands of the Alpha Manor staff for any of the services that the facility provides.

The staff at Alpha Manor are well trained professionals and hold many degrees in addition to certifications and their staff workshops and trainings. I do believe that this level of education is what makes the facility elite. The administrator (Kim Lucas), is always visible. She is very easy to talk with. She also interacts well with her staff and the residents. I never see the staff

standing around or openly socializing. All I see is professional people making the teamwork become the dreamwork for the residents of this unique facility.

When I enter the doors of Alpha Manor, I hear various activities going on. I hear music, game times, and lots of laughter. I smell the aroma of healthy food which has been prepared by the kitchen staff. Most of all, I see the smiles on the residents' faces as well as on my mother's. This facility is always clean. There is always a vibrant scent of freshness within the air of the facility. Someone is always mopping or sweeping and wiping down within the building. The levels of cleanliness are pristine.

The staff at Alpha Manor appears to take great pride in working with each other as well as working with the residents, visitors and family members. I am clearly able to say this because I have experienced it each time that I have walked through the front door of Alpha Manor. The first thing that I see is the smiling faces of the staff and then the smiling faces of those who call Alpha Manor their "home."

It is to this end, that I recommend the facility of Alpha Manor, under the direction of Kim Lucas, to be nominated with high regard.

"There's no place like *Alpha Manor Nursing "HOME."*

Sincerely,
Regina

Beaumont Health and Rehab Center

Our dear mom, Helen "Peanut" left her footprints on more hearts than we will ever know and in the early morning of August 12th she, for the last time, left her footprints as she joyously "danced" her way to heaven. Her life was a celebration of profound beauty and grace as on a daily basis she reached out in loving kindness to all whom she met on her life's journey.

Our dad died peacefully at Beaumont Rehab & Skilled Nursing Center 12 years ago. He received remarkable care from many people among them Schawanna---who, to the end, remained ever steadfast beside "Peanut" sharing with her warm smiles and tender hugs at just the right moments.

When our mom moved to the Skilled Nursing Center in May 2015, she was a first admit of Sheretta Lewis. She was as NEW to the process as were we and recognized the shock and helplessness we were experiencing. She did ALL she knew possible to ease our distress. Our comfort always was that Sheretta still cared for our mom and her compassion and care were gift to mom and to us. She is a person for whom patient care is a primary concern. Whenever we visited mom or when we called and spoke with her she filled in the gaps ... clearly explained what we needed to know about our mom's well-being. She ALWAYS responded in the very best interest of our mom. She NEVER was rushed though her schedule was busy. She is patient, kind and gives TIME generously. She was instrumental in having our mom remain in Unit A when there was a suggestion to move her to the Dementia Unit. This gesture on Sheretta's part and on the part of many others is an act for which we will be grateful forever. Mom was able to die peacefully in a place that was 'home' for her and where people knew her and cared for her.

Anne Normand (now retired) was instrumental in our mom's "adjustment" process. We will long cherish her welcoming spirit, her professionalism and her kindness at all times to us and to "Peanut." She was never too busy to care.

Sam Nazzal walked with us during a difficult period and offered us support and compassion as we observed the rapid cognitive decline in our "Peanut." He encouraged us to fight for her---to be the voice mom could not be for herself.

Sue Little and Joyce Bowman are RNs who ministered to our mom with the utmost of care. We spoke with Sue as she tended to patients on the midnight shift and then took time at the end of her shift to update us about our mom. She was tired after long hours but never let her tiredness take away quality time with us. Joyce offered us her "presence present" as she ministered to mom's dying needs and offered us time, space, professional expertise and hugs. We were blessed to have been surrounded by these caring, compassionate, professional women.

Donna Wainright was a gift that kept giving. Mom related to Donna many experiences of her work at Friend of the Court and the stories shared created a "special" bond. She lovingly served mom in the dining hall as she fed her. Often we met Donna at mom's bedside massaging and exercising mom's legs. Whatever needed to be done to make mom comfortable ---Donna responded with grace.

Fr Luke and Chaplain Mikey Golden Moore (Retired) ground mom in what had always been the centerpiece of her life---HER Faith. She looked forward to the sing-alongs, to Mass, to visits, to gentle touches. Both were pastoral...reminding mom she was important and loved.

Before dementia took its toll, our mom loved to be involved in activities ... she loved winning at BINGO ... getting manicures and looking awesome after her Thursday beauty shop appointments. Outings uplifted her spirits and Wednesday breakfasts were events she looked forward to (She especially loved the syrup). Angie/Director of Activities & Katrina & Lindsey encouraged her to participate. When she was tired or fearful, they took time to motivate her--they helped coordinate moments that helped fill the gaps of wonderment. Their daily presence was both uplifting and engaging.

A receptionist is a facility's most important "hire" as that person holds a unique welcoming position. Jan Maki is that extra-ordinary person. Her warm personality, soft demeanor and attentiveness to each person who enters the building are qualities that touch others and assures them that their loved one is important. Hers are the eyes one first sees, the voice one first hears and the welcome one first experiences. No one shares these gifts more generously.

Diana Nagy: A-Unit Nursing Station is employee "par excellence." I've searched Daniel Webster and found NO word to describe adequately this young woman who epitomizes all that is GOOD. Diana, on a daily basis, goes beyond anyone's expectations ... beyond the demands of her job description. People, most importantly, the residents are central to her caring. She takes time to celebrate each person whom she meets and lets them know how "special" they are. Her gentle touch, captivating smile and joyful approach to life calms spirits. We have observed Diana's concern, sensitivity, understanding and generosity toward "Peanut" (and others) and are grateful for her voice on the phone assuring us that all is well and that our mom was in good hands. Diana was the angel in mom's life---mom trusted and LOVED her.

We cannot imagine a better captain of a Vessel than Inger Davis (Unit A Nurse Manager). She ALWAYS makes time (especially for the girls in Connecticut, Alberta & Sandy). We often needed reassurance about "Peanut." She never made us feel that we were a bother and responded to our calls ... what we had to say was important. She "listened" and she ACTED ... her kindness and attentiveness to "Peanut" was an added bonus.

And what accolades are we to share about "T?" Housekeepers are often underestimated. They are the behind the scenes people---yet, they are the ONES who 'hear' a person's STORY. "T" takes great pride in making certain that residents have spaces that are clean and presentable. We have witnessed the tasks he performs. "T" respectfully called "Peanut," Miss Helen. Her eyes lit up when she heard him speak so admirably to her. She was his friend. We wish that the world was filled with many more persons like "T."

Lori Wydryck ... the cornerstone of Beaumont SNC. She came into our lives twelve years ago when our dad was a patient in Rehab and where he died. It was Lori who befriended us and it is she who had been instrumental in having mom welcomed to the Assisted Living and to the SNC. Lori is part of our family. When we are in search of answers ... when we need our fears assuaged, we know we can contact Lori 24/7. She has always been available---never too pressed for time to offer hugs even through the phone lines. Whenever we are in town, Lori finds the time in her busy schedule to sit and visit. We see her offering time and presence to residents and their families. Lori has and continues to be a beacon of light through countless storms. She has always helped us navigate the rough waters. Her calming spirit helps bring us into a port that is safe ... a place of trust---one upon which we can depend---one that enables us to believe. Lori comes from a mold that cannot be duplicated. She constantly strives in making certain that residents and families are paramount. We are blessed for Lori touches our lives in love.



Our mom has moved on to a place of no pain, her mind CLEAR---to a home that embraces her for all eternity.

So many of you in your special way walked the last phase of the journey with her. We are especially grateful to Tamaka Pope, R.N., Aubrey English (Aide), Shantique (Aide), Lisa Volkman (Supervisor) who were with our mom as she peacefully closed her eyes and to Diana Nagy who drove to SNC in the early morning hour to be with the family in our time of deep need & sorrow.

Lastly, much appreciation to those of you who journeyed with us at the wake and bid your final farewell to a joyous, kind, loving, independent, feisty woman---our Hero and Inspiration.

Abundant Blessings,
Alberta

Four Chaplains Nursing Care Center

Dear Entire Four Chaplains Staff—

Mable said she was living like a queen among nice, friendly people she trusted with her care. Every department made her feel at home as she often joyously watched the hustle/bustle from her doorway. Words are insufficient to express the family's gratitude for her individual loving care. May you all be blessed in your endeavors to deliver continued quality care to so many others.

With our deepest appreciation—
Family of Mable

Hartford Nursing & Rehabilitation Center

I would like to extend a sincere thank you to the staff at the Hartford Nursing-Rehab Center. The care you gave my wife (Mel) was exceptional. Thank you also for keeping me up to date on her condition. Every day in every way, you're the most amazing group of individuals I've ever met. Your patience and professionalism knew no bounds. I'll never forget your kindness

Jerry

MediLodge of Plymouth

Had my mother in law here for rehabilitation and when we brought her home she spoke very highly of the staff and the attention she received during her stay. This is the first and only time I heard her speak highly of any staff anywhere!

Thank you Medilodge of Plymouth.
- Pam

Regency at Canton

I would like to take some time to say "thank you" for the care the staff provided to my brother Ed. He was welcomed & loved by your staff. I have worked in a facility for many years. Care, compassion & kindness are major parts of the facility mission.

I want to commend you on your staff & the care. They also were welcoming to the many family & friends who came.

Thank you.
K



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