Thousands of positive actions and outcomes occur on a daily basis in today’s skilled nursing and rehabilitation facilities.
Skilled nursing and rehabilitation facilities play an integral role in our healthcare system and are an essential part of communities across our state. There are more than 420 nursing facilities in Michigan caring for your friends, family and neighbors. Nursing and rehabilitation facilities are the solution for thousands of people throughout Michigan. Annually they care for approximately 100,000 residents of Michigan.

Our member facilities often receive thank you letters from residents and families acknowledging the quality care they provide.

From a person returning home after receiving therapy following surgery or other medical event to a family member that is grateful for end of life care for a loved one, many people take the time to say thank you.

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

Richie Farran
VP of Legislative Services

HCAM is the premier professional association representing nursing and rehabilitation communities including for and not for profit, county medical care and hospital based providers.

The cover photo is a staff member and resident from SKLD Ionia.

Content has been adjusted for grammar or to protect the identity of a resident.
**Alger County**  
*MediLodge of Munising*

Our family thanks you for your compassion and care of our dear mom.

We were blessed to have her in our lives for so long – you were lucky enough to have her reside at MediLodge for a while. Our hope is that you remember what a great, funny, caring, beautiful lady she was :) She came to truly love it there! Thank each of you for making her days a little brighter & happier!

God Bless You

**Allegan County**

*Allegan County Medical Care Community*

I am writing to commend the Allegan County Medical Care Community, in particular the Perrigo Memory Unit.

My mother was a resident of the Perrigo unit from November 2017 until February 2019 when we able to move her back to her own home. My mother is 93 with Alzheimer's disease. The reason we moved her was strictly financial. Throughout her stay I've worked with the administration, social worker and nursing staff. Any questions or needs we had were always answered and/or addressed in a professional and often patient manner. The social worker and administrator worked very hard trying to help my family come up with a solution to our mother's unusual financial situation. Once our decision was made the administrator and social worker were extremely helpful and kind in making the transition home a smooth one.

I was a regular daytime visitor, 5-6 days a week, to ACMCC Perrigo Unit where I came in close contact with the on floor staff, residents and resident's family. I personally saw the staff, from supervisor to housekeeping interact with residents. While all staff I saw treated the residents with professional, skilled and respectful care - what makes this facility standout is the exceptional, sincere and personal kindness shown to the individual people living there. I saw aides and even housekeeping stop what they were doing to comfort extra confused or agitated people with a hug or held hand while using the individual's name. I also witnessed the Perrigo staff handle a frightening situation with quick, efficient loving care when an individual collapsed in full view of fellow residents and family. The staff remained calm while maintaining a sense of calm within the unit. Once the situation, (which had a happy if
surprising ending) was in hand I saw the unit supervisor step in and take over minor tasks so that a shaken "first day on the job" aide could take a break. That sort of teamwork is common in this facility.

In the 1970's I myself was a nurses' aide on an Alzheimer's unit. I know the hard and important work caring for our elders is. I was a good and caring aide but I know I did not meet the exceptional standards that the aides of ACMCC have set. It has been a pleasure, honor and great comfort knowing and seeing the hard, consistent work being done by all the staff of ACMCC, especially the aides of the Perrigo Memory Unit.

With gratitude and sincerity.

Ely Manor Rehab & Nursing

For All You Do ... Thank You!!

Thank you for keeping her safe & sound during these last 5 ½ years. We couldn’t have done it without you!

Thank you again!

 Arenac County

MediLodge of Sterling

MEDILODGE OF STERLING THANK YOU

When I arrived at MediLodge in August, I felt like my life was just hanging by a thread. I'd been hospitalized after months of excruciating spasms of pain in my back. It was agonizing to be moved, and I could not tolerate even having the head of my bed raised up. Nothing my doctor prescribed was touching the pain. I was in the process of signing up for palliative care, and was expecting to die. I felt that would be my only release from the debilitating pain. As you can imagine, I was very discouraged and saw no hope of recovery.

After being hospitalized for a UTI, a doctor discovered that I had developed infection in the discs of my back, which had caused them to swell and push against the vertebrae. They put me on heavy duty IV antibiotics, to be continued during my stay here at MediLodge.
I can't express how very grateful I am for the wonderful team here in Sterling. They worked hard to restore my health and turn my despair into hope, encouraging me continuously and making me smile again.

Lisa and her excellent therapy team did not give up on me, even though I couldn't even roll myself to the side in bed. They worked with me tirelessly and applauded each small victory.

Now I am able to stand and transfer by slide board so I can use my wheelchair at home.

I really thought I would have passed away by now, but everyone here (Dan and CJ, Lindsay, Mariann, all my great nurses, doctors, CNAs, therapists, cooks, housekeeping, activities, etc - I hate to name names, for fear of missing someone) have gotten me to the point where I can return home in time to enjoy Thanksgiving dinner with my family.

I have so much to be thankful for and I will never forget the beautiful souls that truly cared, and restored my strength and my hope.

In all you do, you show a spirit of excellence and I pray that God will bless and prosper each of you. You will always hold a special place in my heart.

**Bay County**

**Bay Shores Senior Care & Rehab**

Thank you for everything! Fred has been home for over a week—thanks to all of you. He is doing well—taking his meds, walking and exercising his arms with weights, Michelle and Tonya! He has a great appetite, Sharon.

Thanks for your kindness, compassion, skill and never-ending encouragement! Because of you Fred regained his strength and was able to return home to his family, friends, and —
favorite chair. After a brief vacation in Traverse City he will go to out-patient therapy and rehab.

We miss your smiles! You are the BEST—each and every one of you at Bay Shores.

With Gratitude and Love

**Benzie County**

**Maples – Benzie County Medical Care Facility**

Marvelous Maples Staff—

Thank you so much for the wonderful preparations to make the multipurpose room so festive for my mother’s 90th birthday party. Everyone who came was very impressed with what a wonderful, caring, warm place the Maples is.

Many thanks!

**Berrien County**

**West Woods of Niles**

West Woods Staff

Sending all of you my most humble gratitude for your outstanding compassion, care & concern for my brother! Attending to his special needs was so admirable. Everyone is God’s angels. You folks will always be in my thoughts & my heart! May God Bless you all every day.
Branch County
Laurels of Coldwater

Thank you for the help I received while there. I appreciated the therapy, the great nurses and new friendships.

Maple Lawn Medical Care Facility

Staff of Maple Lawn,

Thank you so much for the care you gave my dad during the time he lived there. The staff in the 400 unit as well as the 100 unit were caring, patient and respectful.

You also treated his family respectfully and answered our many questions. It was a difficult thing to watch a once strong man fade away. This difficult time was made easier by the caring and loving ways of your staff.

Thanks so much.

Clare County
North Woods Nursing Center

Our father was a resident at North Woods Nursing Center in Farwell since he had a stroke in September of 2017. Our mother has also been a resident there since July of 2018. Unfortunately, our father passed away on Christmas Day of 2018. We wanted to let you know how thankful we are that they were/are at your Farwell facility.

It is never an easy decision to place your parent or loved one in a facility no matter how good it might be for them. There are always extreme feelings of guilt and worry. However, if we had to imagine a place for our parents to be, your Farwell facility would be it and although the building itself is nice, the reason it is great, is the employees. All of them!

The janitorial staff, the maintenance guys, food service, nursing, aides, front desk, administration (I'm sure they play large part in the culture and professionalism), the activities people and anyone else we may have forgotten. We understand that it's difficult to instill a culture of caring and concern, but I think your current staff already comes with those traits naturally. Not only do we appreciate that, but that is what makes it easier to go home and leave our parents in their care.
We have worked a lot of places ourselves, but we have never experienced a place where EVERYONE displays such a level of caring, compassionate professionalism and everyone genuinely seems to enjoy their job. We could go on and on with specific instances where individuals have gone out of their way to assist either us or our parents.

We also particularly appreciate the activities staff. Apparently, our mother holds the record for the highest attendance for all activities! Which comes as a complete surprise to us because prior to her moving there she was basically spending more and more time alone in her room. We know the activities staff encourage the residents to attend but the activities schedule has been a godsend for her. She has become much more social and engaged than she was so we have reason to believe that she will be around with us for quite a while longer and we can't thank you enough for that!

We just wanted to let you know how much we appreciate this facility and the staff!

Thank you!

Eaton County

Dimondale Nursing Care Center

Dear staff,

We would like to thank all you wonderful people who cared for our mother. She loved you folks and loved being cared for at your facility. She talked very highly of all of you!

Thank you so much from the family!

MediLodge of Lansing

The whole team here is awesome, and I could not be more pleased with my stay! I am just very pleased overall!

Regency at Lansing West

We all appreciate all the love and care you gave to our loved one.

Thank you.

[Quote] Somehow, just saying “thank you” doesn’t seem like enough. But I hope you know how much your kindness has meant to me.
Genesee County

MediLodge of Grand Blanc

Following is a success story.

Lakeisha is a long-term vent dependent resident at Grand Blanc. Due to her diagnosis of Muscular Dystrophy, she has been on a mechanical ventilator since her arrival here almost 5 years ago. Her primary means of communication were mouthing words and a communication book, both becoming tedious as her disease progressed. Lakeisha worked with the Speech-Language Pathologist and was able to receive an alternative-augmentative communication device from Dynavox. By working hard in speech therapy, Lakeisha is able to communicate her wants/needs and participate in conversations. Using her AAC device, Lakeisha states “This device has made my life so much easier.”

Gladwin County

Gladwin Pines Nursing and Rehabilitation Center

Thank You! from the bottom of my heart.

To all who have made my stay full of love and caring. You all have been like family to me. I have met some awesome residents, also. I will miss you all and will think of you often. May your days be filled with God’s love and blessings.

Gratiot County

Laurels of Fulton

Well, here I am again back home and enjoying it, but I do miss all the wonderful people I left behind—the staff that helped me daily work out some of my financial problems or concerns, all the nurses helping me get better and the therapy family that is the reason I was there. Thank you to them and the kitchen and dining room group. The food was great and the people serving it, so cheerful! You made my stay at The Laurels a pleasant one. The many friends I met and enjoyed, from Jimmie (a volunteer) to the roommates. I know I will move on and look back to some pleasant times we left behind. Love you all.
Schnepp Senior Care & Rehab Center

To the Staff of Schnepp,

Mom and I would like to thank you all so much for taking care of us.

All of you working together make a wonderful team.

Keep up the good work :)

Huron County
Courtney Manor

Dear Staff of Courtney Manor,

The family of Tom would like to thank you for the amazing care you provided while he was at your facility. You gave so much more than excellent healthcare. Everyone was compassionate, kind, caring and understanding not only to Tom but to us also.

Words cannot express how grateful we are that you took care of Tom at the end of his life.

Ingham County
Holt Senior Care and Rehab

You all are incredible. Thank you for being so kind, caring & loving with our family. We will never forget the way you treated our mom & all of us. You ALL have made an enormous impact on our lives. We will never forget that. Remember what you do matters. You have showed us such compassion & love. We love you & you will forever be a part of our family.

Ionia County
SKLD Ionia

You are all truly special, dedicated and compassionate people. Thank you.

I want to express our warmest thanks and abundant appreciation for the loving staff and patient care given to me. It was always a pleasure to witness the attentive comfort provided to me and to all the residents at SKLD. I always felt that I was getting the best possible care from an understanding staff. God bless your establishment and all who make it happen.
It is with heartfelt gratitude that I thank each one of you. I never had to worry about anything I knew I was in wonderful care and I will miss all of you.

Most of all, thank you for the kindness you show in your daily contact with me; the smiles you give me mean so much!

**Jackson County**

**Allegra Nursing & Rehab**

This was my third time coming to Allegra. I came here because of the loving care that everyone shows me. There were many staff members who went above and beyond and made my stay an AWESOME one. They accommodated my needs and wants and took great care of me. I also had a blast with other residents in the facility which made my stay fun! I would not hesitate to come back again. I would also recommend others to go to Allegra if they are in need of therapy and healing.

**Arbor Manor Rehabilitation and Nursing Center**

My recent rehab stay with Arbor Manor Rehab was great. I was treated like family. They knew "Me." Staff knew what I needed before I asked.

I enjoyed visiting with other residents and getting to know them. I am a positive person and my "Can Do" attitude provided other residents with the motivation they needed to keep moving forward.

I highly recommend Arbor Manor Rehab to everyone.

I recently discharged to home and wasn't worried about how I would do things on my own. Everyone who helped me prepared me to go home and be successful.

Thank you to all the staff you are AWESOME!
Dear Administrator,

Please be aware of the outstanding staff that has been working so hard helping Daniel heal and recover through rehab. Always friendly and respectful of his situation. Nurses, CNA’s and rehab therapists. I started a list of caregivers to praise, and then I lost it. You know who they are. I have a new appreciation for what a difficult environment you all try to make better every day.

Thank you!

Kalamazoo County

Borgess Place

Dear Physical Therapy Staff,

Special thanks to all of you for all that you did to help me not only gain strength but more importantly the will to live. I know I wasn’t always the easiest to work with but you were always patient and treated me kindly. I’m doing very well at home; pacing all that I do. Family and friends are helping and bringing in meals. Life is good. I’m blessed. Thank you for the part you played in making this happen.

Upholding all of you in prayer.

Lenawee County

Oasis at Adrian Rehab and Healthcare Center

Oasis Staff-

I am SO VERY GRATEFUL that my Mom was able to spend her last days with everyone at the Oasis at Adrian. Everybody there is SO AMAZING! I tell anybody I can what an amazing place Oasis is. You have EXTREMELY caring staff. Thank you to the entire staff for taking SUCH WONDERFUL care of my Mom. Thank you for also taking care of my Dad (who continues to reside there) and the rest of our family. I can’t tell you how much peace of mind and spirit I have knowing how well my parents have been taken care of. I have been constantly amazed and touched by the sense of family at the Oasis.
Livingston County

WellBridge of Brighton

My family and I were very happy with the excellent care our mother received at WellBridge. Employees always had a smile, always willing to help.

There were a few exceptional employees—
1. Elizabeth/Liz (day shift nurse)
   She was always there to explain meds, timely administering medication and following through with any concerns. It’s apparent she is a highly efficient, knowledgeable nurse. And her kindness—what a remarkable care giver.
2. Kris (night shift nurse)
   She was always inquiring about any discomfort, headaches. Extremely kind—which was very comforting knowing our mother was in good care over the night.
3. Jerry (days, aide)
   She practically flies down the hall. Always checking in, cleaning/tidying up the room. I watched her move down the hall only to repeat the round over and over. She has bounds of energy, extremely efficient.

The physical therapist (Chait) and Occupational therapist (Alison) were devoted, kind, focused and gently pushing the parameters of therapy with constant encouragement. We chose Wellbridge because of the therapy and it exceeded our expectations.

Thank you for providing us the care and comfort our mother needed.

WellBridge of Pinckney

Dear Staff,

On behalf of our sweet mother we can not thank you enough for your constant caring ways. Giving of yourselves to make others happy, especially with the challenges of that horrible disease dementia/Alzheimer's.

We are truly thankful for all of you.

From housekeeping staff, CNA's, aids, nurses, cooks & administrator—you all are very special people & that was noticed in the happiness of our mom.  GOD Bless you all.
Kelsey,

I wanted to take a moment to let you know how appreciative I am for the care my mother received while living at the Advantage Living Center in Armada.

Walking into the nursing home was a very difficult thing for me to do, but once I was there, the warmth and love that I felt from the staff toward me, and towards all of the residents over road my own sadness.

The staff was amazing: kind, caring, compassionate, friendly and attentive. My mother was Always clean and well cared for.

My mother began her stay in the rehabilitation section and finished her stay in the memory care unit.

The days leading to her passing are somewhat of a blur, but what I do recall is the professionalism, the extra care, patience and kindness we received from everyone!

The nurses and aides were phenomenal and I will be forever grateful.

Thank you for your time.

LakePointe Senior Care and Rehab Center

To Whom It May Concern,

We have been asked to provide input to the state regarding the care our court appointed wards receive from LakePointe Senior Care.

First and foremost, we find the entire staff extremely attentive to our wards' needs.

We are court appointed on difficult placements, family dynamics, combative/aggressive individuals. The staff is inventive, compassionate, and thoroughly versed in the very competent care of our wards.

We work together as a team to provide the best possible living situation for our wards. It is an absolute pleasure to work with them. I find the social work department exceptional in their understanding of the rules and obligations of the facility but more importantly, their advocacy
is exceptional. They constantly keep us abreast of difficult situations that arise. And work tirelessly to resolve these matters.

I would also like to mention the accounting department. They are incredibly versed in Medicaid and other medical coverages.

We have always found Administration to be extremely cooperative in any difficult situation presented.

In total, we would not hesitate to recommend this facility to anyone. Thank you for the opportunity to express our true assessment of this staff. Please do not hesitate to contact us with any questions or concerns.

**MediLodge of Richmond**

On behalf of my dad and I, I would like to thank you and your group for all your efforts to make the recent Halloween party such a fun time. I would deem it a huge success. As always, it was so well organized. The quality of candy was exceptional this year and the activities team couldn’t have done more to help the residents participate at their own level of comfort. They are all so good at what they do.

My dad has never become too old to enjoy the Trick-or-Treater. Thank you so much for continuing to provide this delightful afternoon. It was very heartwarming to see all those smiling faces, and to leave knowing he is in such good hands.

**MediLodge of Shoreline**

To the staff at MediLodge of Shoreline:

We want to thank everyone at MediLodge of Shoreline for your care and service to our beloved mom and grandma. From the first day she came into your care she was treated with grace, kindness, love and dignity. The entire staff is just wonderful. They always had a warm smile and generosity. We as a family couldn't ask for more.

Thank You.
I want to express my appreciation for our Marquette County Medical Care Facility located in Ishpeming. MCMCF provides long-term medical attention or short-term rehabilitation for its residents.

Both of my parents and in-laws were residents of the facility for varying lengths of time. My mother who recently passed lived there for six years. I visited there typically three times a week over this period of time and was always impressed by the facility and the staff.

The facility is well maintained and improvements are frequently made to keep the facility modern and welcoming. The new rehab edition is absolutely beautiful.

My mom was so proud of “her home” and was often found helping dust the woodwork to get it presentable. I appreciate the staff for allowing her to contribute and feel valuable.

The staff are so caring and compassionate with the residents. They are respectful to them and attentive to their needs.

The staff became my parents’ extended family. They enabled my parents to live with dignity when their own minds and bodies were failing them. I was never concerned about the care that my parents were receiving when I wasn’t there with them.

I wanted to share my observations and thoughts with the community because MCMCF is county run and relies on the county citizens for support as demonstrated by the millage vote this past August.

MCMCH is a valuable asset to our county and we are very fortunate to have its services. I am forever grateful for the care MCMCF provided my parents and in-laws.
Norlite Nursing Center of Marquette

Dear Mr. Johnson,
I am writing this note to commend you and the Norlite staff for your excellent care of patients and to write especially for the devotion of one very caring staff member, Patty Annala.

Whenever I visit my friend, Patty always takes the time to stop what she is doing and shares her day with me. Some days are harder than others but Patty is always so supportive, kind and caring.

She is a blessing to your staff, as are so many who work for Norlite. She is efficient, hardworking and always on task.

Thank you for employing wonderful help like Patty. She is a blessing in so many lives.

Menominee County
Roubal Care & Rehab Center

To the Entire Staff,
Thank you just isn’t enough but please know we appreciate you very much for all you do.

Thank you in so many ways—
Nurses, aides, dietary, social work, Laurie, Scott, administration, housekeeping—you all!

For taking such good care of Dad, taking the time to explain something more than once, being his cheerleader when he has a bad day, bringing him the phone when we call—everything you do means so much to us all. We can’t thank you enough for the smiles on your faces & in your voice—we Thank You!

thankyou
Midland County

Brittany Manor

To the staff of Reflections at Brittany Manor

On behalf of my wife and I, we would like to Thank You for the unbelievable care all of you gave my brother during his 18 month stay with you. The entire staff from nurses to housekeeping, the genuine love you all showed toward him was unforgettable.

The early morning on the day he passed, the parade of staff who came to say their goodbyes were a testament to the love and admiration your entire organization showed toward John. The level of professionalism within your entire organization is something to be very proud of. Please feel free to use this letter to anybody who is thinking of bringing their loved one for care there.

Midland King’s Daughters Home

To the entire staff at King’s Daughters—
You all have been so kind and caring of our mom for almost ten years. No matter what your job, you all are appreciated by all of us. Mom appreciated all of your help, too. She thought of you all as family. You have made us feel that way too. We could not say enough wonderful things throughout these past years. Every time we left after a visit, we knew she was in good hands to get the care she needed.

Thank you so much.

Monroe County

MediLodge of Monroe

My Home Away From Home
Why I choose MediLodge for my Rehabilitation Center. Let me count the ways. First and foremost, through prayer I was blessed to make connections with Jackie, Director of Admissions who helped me to make the right choice to rehab at MediLodge from reconstructive hip surgery. Jackie was my guiding light for months before surgery, during the 3 weeks that I spent at MediLodge, until the day that I was discharged.
Jackie was Johnny on the Spot in assisting me with my business obligations concerning copying, faxing, printing and emailing important deadline documents. Even on the day that I was discharged, she printed out a FedEx label because I don't have a printer at home which saved me $50 on a deadline return. I am so appreciative to Jackie for being there for me in every way.

I attribute my recovery to the skilled therapy team who worked diligently with the nursing staff to ensure that my pain medication was scheduled which was vital for me to achieve maximum progress in therapy. Jen in scheduling was so accommodating in scheduling my post surgery and dentist appointments.

I send a warm shout out to the entire nursing assistants aides which are too many to name who were so compassionate and treated me like family. Chef Olivia went beyond the call of duty to personalize the meals that she and her kitchen team served to the residents. MediLodge spoiled me because the first thing that I missed when I got home was having my meals prepared and delivered to me. Thanks to JoAnn in housekeeping who helped me to finish packing and loaded my belongings on the luggage cart. Thankfully, she found clothing that I did not realize I had left on the top closet shelf. A grateful shout out to Bob the nurses assistant aide who found my pillow that I had brought from home and put on the luggage cart just before I left. Also, many thanks to Ericka at the front desk, who called me after I got home to inform me that I had left some mail in a drawer and that they would be forwarding it to me.

I made many friends with the Country Club like atmosphere at MediLodge. For which, I am eternally grateful since MediLodge is literally going to be my home away from house as I recover during the next year, from another hip surgery and 2 knee surgeries. In conclusion, Ephesians 2:20 says"Glory be to God! By His mighty power that works within us He is able to accomplish infinitely more than we would ever dare to ask or hope." This promise prayer was more than answered during my exceptional recovery stay at MediLodge.

Thank You!
Oasis at Monroe Rehab and Healthcare Center

We would just like to thank everyone for the care and compassion that was shown to Thomas. I know he appreciated each and every one of you. We will never forget you all. Especially as we’re going through this very difficult time.

Muskegon County

Roosevelt Park Nursing & Rehabilitation Community

To Lyle and staff,

Thanks so much for taking such good care of my mom.

I certainly appreciated the kindness and friendliness shown to me, too.

I wish the best for all of you!

SKLD Muskegon

To Everyone at SKLD,

We just wanted to drop a note to say how much we appreciate all the hard work you do to help people get back on their own. Our father was very lucky to have had your wonderful help and he really enjoyed his time at your facility. You all are such a blessing! Thank you!

Please keep up the good work and know that everyone made an impact in my father's life.

SKLD Whitehall

This place makes you feel like part of one big family. Everything was done in a timely manner, and since I’ve been here everyone has had a nice smile on their face with nothing but kind things to say. They have good food for you, and the snacks are excellent.
Oakland County

South Lyon Senior Care & Rehab

Dear staff,

Thank you for allowing our family to celebrate Kay’s 105th birthday. The help of the staff and volunteers was deeply appreciated by all. Working together we accomplished a very special day for a very special lady.

Thanks again for all your help.

WellBridge of Clarkston

WellBridge of Clarkston Staff,

I am finishing up my last few days as a patient here at WellBridge. I have never been to a skilled nursing facility before and I am probably the youngest person here at this time.

I was envisioning a dirty facility where I would spend days lying around wishing I could be anywhere but here.

However, I was pleasantly surprised! From the very first second I was rolled in the back door by ambulance attendants, I couldn’t believe how clean & beautiful the facility is! The room where I would spend the next 4 1/2 weeks was private (yeah!) and immaculate. From the first night my back never hurt on these mattresses.

But it is not the beautiful facility, but the beautiful nurses, CNA’s, activities dir, PT’s, OT’s, lobby greeters, insurance people who write out everything in clear English so you know exactly what you will owe and how your insurance works. The social workers, the chefs and the kitchen help even the lady who cuts your hair. EVERY SINGLE PERSON I ENCOUNTERED WAS KIND AND COURTEOUS AND ALWAYS READY TO ATTEND TO MY EVERY NEED!!

I will definitely recommend WellBridge of Clarkston to all of my baby boomer friends and relatives. Our parents are aging and before you know it we will be too!!

Thank you every single one of you.
You have all been a blessing to me!! I hope you all have a wonderful Christmas and a happy new year.

**WellBridge of Novi**

We wanted the WellBridge Leadership Team to be aware of the positive experience we had during my Mother's stay at the Novi WellBridge location. It began with Kimberly, who provided a timely, guided tour of the facility, pointing out the first-class physical therapy room and the numerous amenities including a salon and bistro. My Mother was greeted and escorted to her room. The room felt like home rather than a sterile, hospital room. Within minutes a nurse entered to take vitals, read her reports and welcome her. She received her therapy schedule and was able to make appointments for a complementary massage and a hair appointment for a nomial fee. She felt her PT was progressive and targeted to meet her needs. When it came time for her discharge, Becky, the Director of Nursing, went above and beyond to ensure it was completed on a timely basis. Thank you for making what could have been a very stressful experience after a stroke, comforting.

**West Hickory Haven**

I can’t even begin to tell you all how much we appreciate all you did to take such great care of my mom.

We can’t say enough about each and every one we met in the nursing home. We all felt so good knowing my mom was in such great hands and you all genuinely cared about my mom and all of us. I would like to mention by name all the people we loved so much there, but it would take up the whole card!! :) My sister and I will be up to visit and say hi!! :) We really miss everyone—you became like family to us (even the patients) thanks again.
Sheila’s Testimonial:

Sheila was a resident at King Nursing and Rehabilitation Community for the past few months. When Sheila’s health troubles started she was traveling to U of M Hospital. Her daughter was having her thyroid taken out, so she went along for support. During the trip, Sheila began to feel sick with a stomach ache. Then Sheila collapsed in the bathroom and was admitted to the hospital. It was discovered that her colon had died. She had surgery and afterward ended up in our care. Sheila had a long road ahead of her for recovery, or so she thought...

“Between the physical therapy and the nursing care at the King Nursing and Rehabilitation Community, to heal within 3 months was never anything I could of imagined. Going from almost dying, to going home in 3 months is truly a miracle,” Sheila says.

Sheila believes overall her daughter saved her life because she was escorting her and was at the right time and place being at U of M Hospital, or she could have died.

A little faith and a lot of loving care from our facility truly turned Sheila’s life around.

She is now home and doing well.

Shawn, Kristen, Erin and to Hoyt staff who care for our mother:

Thank you so much for all your efforts during our mother’s stay in your facility. Thank you Shawn Coughlin for all you did to guide her care. Thank you Kristen & Erin for your gentle touch with mom and fabulous communication with our family. The OT, PT, Gerad in speech, the dietary ladies and aides were wonderful and exceeded our expectations. She fought a hard challenge and your entire staff eased her anxiety with your caring manner. Our family is truly thankful we chose Hoyt for her final journey.
Shiawassee County

Durand Senior Care & Rehab Center

Durand Senior Center provides excellent care.

In times of negative peril, there is a place of compassion and caring with extremely fine people.

Having a five-star rating, the Durand Senior Care and Rehab Center is a place where my wife has been for two years, with dementia, Alzheimer’s and bipolar disorder.

I’ve gotten excellent guidance through the steps for the admission and application for Medicaid for my wife, with the help of the center’s doctor, social services and accounting coordination.

In the two years of constant care from the nurses, techs and the team and the activity center, from Bingo three times a week, 50’s and gospel music and birthday parties, I could go on and on about the great work of the team and activities of the senior center.

I’m forever grateful.

St. Clair

Marwood Nursing & Rehab

To Brian Oberly,

My mom recently passed away while receiving care at Marwood Nursing and Rehab.

She was at your facility for just over thirty days. Every moment from the minute she arrived, we received excellent and compassionate care. Yourself and others went out of your way to accommodate my mom to make sure she was in the right room, because death was intimate, the room that she occupied in the Hummingbird House area was perfect.

The staff was beyond helpful. We asked many questions and there was always someone to answer. In the thirty days we were there, your staff became part of our family. My memories of my mom’s last days and hours, up to her last breath, I would not have wanted her anywhere else.
Hospice - Marwood Nursing working with McLaren Hospice made our family and my mom comfortable until the end. Thank you for that.

Thank you for such a needed service and the personal care that everyone showed.

It is hard to remember all staff names, but I need to mention a few that will always be remembered.

Brian Oberly
Jim - Day shift LPN, Awesome in all ways
Jade - Midnight LPN , Very Caring
Melisa - Nursing Management, always there for us
Missy - Nursing Management, always there for us
Karen Wood - social staff, compassionate
Karen Gorski - Hospice, the best
Jamie - admissions
All CNAs involved. The toughest job of all
Everyone that I am sorry I can’t remember their names

THANK YOU

**Tuscola County**

**Fisher Senior Care and Rehab Center**

As a person in their 30's having to stay at a facility is depressing normally, but being here at Fisher was not. The staff went above and beyond to keep me in great spirits during my stay. Whether it was Koleen, their PT, coming up with atypical, challenging therapy to help me feel productive while here; or my nurses and nursing aides taking even 5 mins out of their day to socialize with me so I always felt seen and heard and never got lonely, my experience even nonmedically was great. Medically the experience was even better as Dr. Murphy was the kindest, best listening Dr. I’ve ever had. My daily treatments and concerns were taken care of by some of the most knowledgeable, skilled and kind nurses I’ve ever had. If I ever have the need for a facility again, or if a family member did, Fisher Senior Care would always be my top choice.
Tuscola County Medical Care Community
When Bob was passing I was able to be with him, and when they let us put our beds together I actually cried because it was so nice. The staff was so good to him and me. I love living here, the other residents and staff are all great and the building is clean and smells good. This is home, a place where people care about each other. Thank you for everything you do.

Van Buren
Bronson Commons
We are so impressed with Bronson Commons and the staff! What a caring bunch of people!

So patient, so kind, so friendly, so helpful. You all seemed like you loved your jobs and it showed in your care of my husband.

Thank you!

Keep up the good work and God bless you all!

Washtenaw County
Regency at Bluffs Park
My husband has been at Regency Bluffs Park on three separate occasions when he required sub-acute care. He has had three separate experiences at the Bluffs. We have been very pleased, all of our family, with his recovery and progress. He has received excellent services and has been so encouraged by your staff. Bravo to the cleaners, the kitchen, the supervisors and the office staff that assist you through the paperwork and Medicare maze. All of these workers make patients and families feel comfortable, providing care that is safe and secure.

Three placements at The Bluffs have shown our family just how extensive the care can be at this facility. We have reviewed our family member's care and spent time observing your facility, here is our feedback and response.

The food is excellently prepared, and the "surprises" are incredible for a facility of this size. Blintzes for breakfast!!! They accommodate specific diets, modify, and record consumptions. Patients can give input and respond directly to the Kitchen Crew.
The ability to understand individual needs and special requests is so helpful. Assistance included planning for and presenting "thickened liquids: nectar level" this accommodation was so essential for my husband's recovery. The staff planned carefully around his intake of liquids. He loved the food.

This last visit to the Bluffs introduced us to the Activity Staff and their creative methods for patients and even the grandchildren of patients. Thank you so much for allowing our grandchildren to have fun visiting Grandpa and creating art activities for these young visitors.

The Bluffs professional staff: Doctors, RN's, LPN and Department Supervisors are very skilled in their careful approach with each patient and their families. They are aware of current medical interventions and explain care, meds and carefully work with patients and family for the best outcome. A special thank you to direct care staff, the CNA's, who work so collaboratively with all the other staff in their care of patients. They are well trained, upbeat and encouraging to family members. Their work is so personal and accomplished so professionally by these women and men. Many times, we forget to acknowledge employees who are consistently skilled. I have been at The Bluffs and observed their approach to all patients. Your CNA workers are "hands on." They do their work with a gentleness that patients remember long after they leave the Bluffs. The CNA workers work directly; several times per day with each patient. Family members can see and directly observe them at work. We are so grateful for their care.

Please continue to reward this staff, they are the" heart of your facility." Skilled direct care is vital for the success of any patient and their recovery. We are sure you are aware of the excellent work done by your department heads: Supervisory staff, Social Work staff, your Insurance Expert, as well as your Scheduling Staff. Imagine having someone to take care of transportation for a medical appointment in an early fall snowstorm. Jennifer was right, your Care Transport shuttle was so careful and kind. What a good experience.

We are very pleased with all of the services at the Bluffs.

Thank you so much for taking care of our loved one.
Dear Matt & Regency Staff

My husband and I would like you all to know how much we appreciate all that you did to get our dear friend, David, settled in at Regency. It was a stressful time for us and Dave, but we know you all did your absolute best to help us through it. Rachelle and Laura went out of their way with helping us figure out the Medicaid paperwork and we want them to know how truly grateful we are for their outstanding generosity when we were completely lost during the process!

To all the nurses and aides who cared for and tended to David, you guys are simply amazing! The work you guys do is unlike anything we have seen before and its touching to see the amount of effort you all give to your residents on a daily basis. Thank you all for you did to make him feel at home.

Melissa, Jamie and Shannon always went above and beyond to answer any questions we had. There was never a time when we walked in and weren’t greeted by them. It’s was always nice to see a smiling face when we came in, it was like we had a second family and that makes a world of difference.

Thank you, thank you, thank you to all of the Regency staff – your dedication and caring hearts really have made a difference in our lives. Our piece of mind is because of all of you!

Wayne County

Omni Continuing Care

To Omni...

I appreciate the service in received care from the staff, therapy and aids. They really helped me get back on my feet. Excellent in fulfilling my needs! I would recommend OCC to anybody who needs help. I am in full recovery mode.

I appreciate everything!

Thanks again
SKLD Plymouth,

I cannot say enough about this facility! My father is in the later stages of Alzheimer's disease, and having him placed in a facility was an extremely difficult decision for my mother. The employees at this facility TRULY CARE and it shows, as my father is extremely relaxed, comfortable and clean. SMILES and politeness are the norm not the exception!

"Rita" (Transitional Care Liaison) and "Tara" (Admissions Director) were very involved in placing my father, and they were unbelievably caring and diligent in making sure that this would be a good fit for my father and our family.

From the bottom of my heart, I cannot thank them enough. It is obvious that this facility has instilled both ethics and integrity and blended this with care and concern. We are very grateful and blessed to have our loved one in this facility. Give them a try, you will not be sorry.
thank you