

We're All in This Together

While the COVID-19 pandemic has created enormous challenges in our daily lives, we have come to realize that difficult times also create unique opportunities for compassion and positivity. In recent weeks, associates at Harmony Senior Services have shown dedication and unwavering kindness in the care of our residents. Each of our communities has received numerous phone calls and notes from families and residents thanking these caregivers for all they do. Below is a compilation of these notes which are both encouraging and rewarding.

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From 1500 miles away, it's so hard not to worry about my parents in the midst of all this uncertainty with COVID-19. What a relief to know that they are being looked after by an organization that truly puts care into practice... I tell you - we never expected that kind of care when we moved my parents into your facility, but your staff has never failed to deliver anything that they needed in a desperate situation... I don't even have the words of gratitude, and I know the care and concern for every resident comes from the top of the organization down the chain to everyone who works there. You and your staff are exemplary in providing caring and service to the residents there. I suppose you realize what a difference you make in their lives, but in case you've not heard it in a while - what Harmony has shown to our family is far beyond kind concern. We are so grateful to have found you.

Cheryl, family member from Harmony at Reynolds Mountain.

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I am taking this opportunity to commend you on taking a proactive approach to protecting the residents at Harmony at Harbour View...I greatly appreciate the quality care staff has provided to my father, over the past year. Since entering Harmony in December 2018, my father's overall health has improved during this time period... I would like to thank the nurses and "all essential staff" that continue to provide care for our loved ones during the COVID-19 pandemic.

Ben, family member from Harmony at Harbour View

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We couldn't ask for better from the staff at the Chamberlin. ... the necessity for maintaining the arrangements staff here have implemented are well understood and accepted by us. All that you have implemented have worked well thus far and I don't know what else we could ask for.

Bill, resident from The Chamberlin

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My parents live in Assisted Living at Harmony at Reynolds Mountain in Asheville, NC. I can't begin to tell you how appreciative I am of every one of the staff members from the Senior Director, Tonia Owens, to the nursing staff, housekeeping staff, every single employee at Harmony that are doing everything to keep my parents and their fellow residents safe from this vicious virus. Every day, the staff members do something to show their love and concern in addition to their regular duties.... Thank you so much for supporting these frontline employees!!

Claire, family member from Harmony at Reynolds Mountain.

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I just wanted to reiterate what a great job all of you are doing. This whole thing is difficult on everyone. My mom continually says how hard everyone is working to make things safe for the residents. She is completely impressed with the delivery of meals to her apartment. Mom says the "food is great and a wonderful selection, complete with everything you could possibly need." So thanks to you and your staff for all of your efforts. I cannot imagine how stressful all of this is.

Susanna, family member from Harmony at Falls Run

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I would like to thank all of you for doing such an excellent job in seeing that the residents are receiving such wonderful service. The cook out meal today was such a wonderful surprise, and then to top it off, a knock on the door and there were ice cream treats! On behalf of all the residents here I would like to thank all of you for a job well done!

Kitty, resident at Harmony at Falls Run

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This is a hard time for residents, staff, and families. My mom has dementia, and the stress has been hard on her...Everyone has been helpful...Their kindness and support has been exceptional...Thank you again for all the hard work.

Renee, family member from The Harmony Collection at Columbia.

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