

My wife Venita and I call Discovery Village At Castle Hills home and we love our apartment and the residents and the team members are always happy to help you out if needed. Our management does an excellent job meeting all of our needs. The food is well prepared and well worth the money and excellently served by our excellent staff. We have lived here for 6 years and looking forward to many more. Mr. Bob is the finest manager you will find any where in the Metro Plex. He goes the extra mile and will never let you down. Our Activities Director will keep you as busy as you want to be. The community meets all state safety and fire prevention state standards. The house keeping meets all of the needs you might have. All in all you will not find any other that can match what we have.

Despite the fact I owned a lovely home in an active Country Club community, when I lost my dear wife of 67 years, my life became very lonely and I soon realized I needed a change of lifestyles. I visited all the near-by Independent Senior Living communities, had lunch or dinner at most, and had a chance to compare the variety of features that each one offered - the features we old people feel important for our comfort. Without any question, when you look at the TOTAL outstanding amenities offered by Discovery Village At The Forum, my decision was an easy one. No long term leases, just monthly rent. No big bucks up front. Wonderful dining. A dedicated theater (not just a bunch of chairs in a big room) with movies most days. Of course, a beautiful pool, plus a putting green for us old golfers. Add in a huge slate of planned activities and exercise programs with my new family and you'll know why I suggest you come visit us.

Thank you,
Raymond J.

October 23, 2019

Jenny Richards, RN, BSN
Christie Newman, Business Office Manager
Tonya Meetze, RN, Oak Haven
Oakleaf Village at Lexington
800 North Lake Drive
Lexington, South Carolina 29072

RE: Jewel Boyles

Dear Friends,

I wanted to write a letter thanking all of you for visiting my mother in the hospital, for taking time to counsel with us about our mother's care, and, for working with Courtney from Lexington Medical Center, and, All Seasons Hospice to make it possible for my mother to return to Oakleaf.

You all have been so good to me and my family since my mother has been at Oakleaf. I know she is well taken care of by a professional and caring staff. Thank you all for working so tirelessly to help her return to her home at Oakleaf where she is comfortable. It was a weight lifted from us when Courtney told us she could return to Oakleaf. We worried that she would not get the quality of care she has had at Oakleaf.

Again, thank all of you for your caring and concern for her. Also, thank all of those wonderful people at the front desk for making me and my family feel at home while visiting mother. Not to forget especially those wonderful people in Oak Haven who take care of mom on a daily basis. Please express our utmost gratitude and praise to them for caring so tirelessly for patients in Oak Haven.

Again, from the bottom of my heart and my family's, thank you being God's caring angels at Oakleaf. Please express our gratitude and thankfulness to all at Oakleaf and Oak Haven.

Sincerely,

A handwritten signature in cursive script that reads "Marla E. Clower".

Marla E. Clower, POA for Jewel Boyles
And her thankful daughter for Oakleaf

October 23, 2019

Jenny Richards, RN, BSN
Christie Newman, Business Office Manager
Tonya Meetze, RN, Oak Haven
Oakleaf Village at Lexington
800 North Lake Drive
Lexington, South Carolina 29072

RE: Jewel Boyles

Dear Friends,

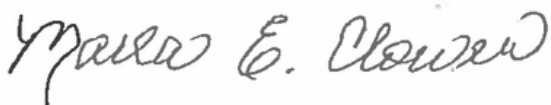
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Sincerely,

A handwritten signature in cursive script that reads "Marla E. Clower".

Marla E. Clower, POA for Jewel Boyles
And her thankful daughter for Oakleaf

Nov 11, 2014

Hope

We don't know who's responsible for the beautiful Wall of Honor, but whoever did it should be promoted and given a sizable raise. We look forward to go down and enjoy it again & again & again. Job well done!

Dan + Sherie
apt 7209

Penny & Staff -

Thank you so much for
the care that you gave
to my grandma while
she was a resident at
Rottenhouse. When she
became ill, it was quite
apparent of the love &
family she inherited - it
truly warmed all of our hearts!
You made each & every one
of us feel more than welcomed -
your Hospitality was immeasurable
& will forever be appreciated
during such a difficult time.
You all have a Special Place in our hearts!

Can't thank you enough!

Elizabeth (& Sandy)
Wilkins

Hi Sue,

Please forgive me for taking so long to get back to you about my mom's application for the Survivors Pension from the VA, it was a very long journey, from completing the application last may to finally receiving pension approval in mid January.

I was very please with Freedom Partners assistance with the application and quickly realized that I could not have completed it on my own. (All that VA jargon etc.)

Mom just celebrated her 96th birthday and continues to love the life she has created at Aston Gardens thanks to all of you.

Once again, thank you for your assistance. Continue to do the good work you do, you are making a difference in the lives of many people.

Sincerely,
Terry

Staff of Discovery Village At Melbourne,

On behalf of our family, I would like to extend our sincere gratitude for all you are doing to keep my mother safe...We are unspeakably grateful.

Please extend our thanks to everyone on your staff, from the concierge desk, to the restaurant, to housekeeping and beyond. It takes the cooperation of the whole team and we appreciate each and every one of them!"

*Kind regards,
Family of Sandra B.*

Good Afternoon John,



We can only begin to imagine the
worry and stress you are under.

Thank you for all you are doing
for us ... we are not under stress or worry,
just a bit of boredom. Besides that,
John, we hear we will be out by
Christmas!

You take care of yourself John.
Donna



Just a word of thanks for all that every one of you are doing to secure the safety of all of your residents. I know, at this time of uncertainty and fear, you are going above and beyond what might be on your job description. Helping everyone try to remain calm and satisfied as best possible. Please thank your **entire staff** for all they have done and are still doing daily. A big applaud and a huge hug to everyone...from the front desk to the dining/kitchen staff, the maintenance and housekeeping staff, and all others in between. Without you there would be no order to the lives of your Community. Sending so much appreciation to all of you. Everyone be safe and stay healthy!

On behalf of Ora Nixon Apt. #7303

Easter Sunday
God Bless America

Thank all of you
for all that you are
doing for me.

I must say the straw-
berries - how sweet
they were and greatly
appreciated.

For give the writing.

Sincerely,

Betty
Higgins



GOD BLESS

Dear Conservatory Staff,

I know that you are all working hard during this pandemic. I am so sorry for your losses and pray that all your residents recover. I pray that God

protects you & encourages you in this stressful time.

I pray Ephesians 6:10-11 for you: "Finally, be strong in the Lord & in His mighty power. Put on the full armor of God, so that you can take your stand against the devil's schemes." May this be true for you

all in a spiritual & physical sense.

Regards,

Kim Cantwell

occupy our time when we
are alone. All kinds of
crosswords and mazes. Things
to make us think and keep
us from dwelling on the
problems all around us.

Thank you for your many
kindnesses. Thank you
for always being there.

Sincerely,
Karen Griffiths

From an original watercolor
by

Karen Hamilton Griffiths
9420 Highland Drive

March 30th

To the Staff ~

What a kind group of caregivers ~ so thoughtful, so dedicated to filling our every need. You anticipate our needs without our asking for help.

Tonight our world is smaller than it's ever been. We are separated from family and friends. We realize and accept the fact that you are doing everything possible to keep us well - safe from a deadly virus! We're not suffering. We have lovely apartments and are comfortable.

Still you went that extra step and provided us with several kinds of puzzles to

Dear Michael, Judy and Marjorie

Thank you so very much for
your efforts on Friday
night. you made a lot of people
happy.

Mavis

Ms. Sandy Boruff

Michael and Staff,

Thanks so much
for your updates
and concern for
all of us.

The gift of
the hand sanitizer
greatly appreciated.

Sandy #205



To: John Googer

From: Jim Carnes, Apt. 1102

John, I wish to complement you and all employees at the Conservatory for the very hard work and exemplarily dedication this past three weeks or so under exceedingly difficult circumstances. Even though any and all service had to be delivered from the hall, it was always there. Particular kudos should be given to the Chef and all personnel working in the food service area. The variety and quality of the food has been exceptional, with zero mistakes. I am at a loss to really understand how they accomplished the preparation of 300 or more meals twice each day and get them delivered and still in an acceptable heated state. Remarkable! I would particularly like to comment on the superb quality of the steak and lobster this evening. Both the quality of the meat and lobster and just as important the preparation in the kitchen was exceptional. This meal was something you would expect at Perry's Steakhouse.

I am sure and all the employees will be glad when this is over. I just hope and pray it is soon.

A handwritten signature in cursive script, appearing to read "Jim", written in dark ink.

Discovery Senior Living
27599 Riverview Center Blvd, Ste 201
Bonita Springs, FL 34134

16 April 2020

Dear Mr. Richard J. Hutchinson,

The purpose of this letter is to compliment your overall management and oversight for the Conservatory at Alden Bridge, in The Woodlands, Texas and their great team.

My name is Steve Hummer. I'm a retired Lieutenant General having served 41-years in the Marine Corps. We settled in The Woodlands when we retired four-and-a-half years ago. One year later, we moved my mother from Pennsylvania to The Woodlands and The Conservatory. She turned 97 this last January, and we renewed her lease for another three years! We have been very pleased with all aspects of The Conservatory since moving my mother there.

The Coronavirus COVID-19 has certainly been an overwhelming challenge to the whole world let alone senior living facilities. As the challenges became more evident, John Googer, the director, and his great team, kept pace with the ever-increasing requirements which eventually required everyone to stay in their apartments. This "invisible enemy" made it most difficult to identify those afflicted with the virus so that they could be attended to. The deaths occurring among the residents are heartbreaking for their families and for those of us who know them, socialize with them, dine with them, and celebrate special occasions with them.

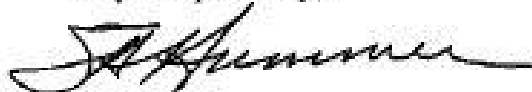
John and his team have demonstrated the utmost in professionalism through their planning, actions, and supervision of all activities of The Conservatory which all have to keep running. From delivery of meals, to trash pickup, to keeping the residents informed, John and his team have been at the top of their game even with outside distractions, unfortunate and less than accurate media attention, and political oversight.

You can be rightfully proud of John and his very able team who kept the trains running on time and the fires burning in support of the wonderful residents who we all care for and love.

I am the essential primary care giver for my mother at The Conservatory, so I am familiar with their operation. I also support their chapel services, lead their Bible studies, and hold Mom's birthday celebrations and Marine Corps Birthday Cake Cutting ceremonies there for the residents.

Thanks for your oversight and management of this great senior living facility in The Woodlands. We appreciate all that you do.

Very Respectfully,



Steve Hummer

26 Midday Sun Place

The Woodlands, TX 77382

910.489.1843

Hi John,

April 22, 2020

Please excuse me for procrastinating in writing this letter to you. I thought about writing many times, like in November, I wanted to tell you what a beautiful job Jessica and Maribel do with decorating. Then in December, all the lovely Christmas décor came out of the closet and I felt like I needed to help but they took care of it just fine. But, I knew that I needed to write about it. That was followed by the awesome, beautiful and amazing New Year's Eve Party. Food for everyone. I could not believe how amazing that orchestra was. Everyone was out on the dance floor. It was like old times again. In our younger years, we always looked forward to the New Year's Eve Party. It was always the highlight of the year. Now, it still is. I thought that we were too old for all of this. No way! I grabbed my partner for life (59 yrs.) and we pushed our way onto the crowded dance floor with everyone else. OH! What fun it is was. John, you must love doing this for everyone. We too are experiencing so much joy with all the activities.

We are told that the good times do not last forever. We hear that a resident had fallen in the Safari Lounge and you were there to assist him by getting him to the hospital. You go to the point of putting your own health in danger. All of this at a time when the World is being infected by the Covid-19. Under stress and pressure, you put the residents above all else.

Your outstanding staff stepped up to take care of the residents. They joined together to help one another and doing whatever was needed. The residents were asked to "Shelter in Place." Under Mike's directions, the outstanding kitchen staff stepped it up another notch to take care of the residents. From a great menu that Mike prepared, we ordered our meals. The kitchen staff took charge of preparing the food and then delivering it to our rooms twice daily. The U.S. mail and medicines from Walgreens were delivered to the front door. Your staff made sure that it got to our apartment.

Now, as I look out from my balcony, spring is here with its bright colored flowers that are blooming and the grass is a beautiful green. This makes me want to dig into the dirt just to get myself dirty.

Thank you, John for your management skills and the security that is provided here. We feel safe and comfortable at the Conservatory.

Thanks be to God,

William and Virginia

To whom it may concern,

My name is Virgie Hahn. I've been a resident for just over four months and I wanted to share my thoughts on Discovery Village at Castle Hills. My first impression was the beautiful pool. I used to go to an indoor pool in my neighborhood and for many years and was excited to know I would be able to keep doing the water aerobics. I've also attended the chair yoga classes and know that all the exercises will help every part of my body get stronger. The instructors are well trained and caring to everyone.

I was so impressed with the friendly staff and the people living here. They are so friendly and very quick to tell me how much they enjoy living at Castle Hills and I can see why. There are so many activities and special classes they even have a theatre to show movies. I've also enjoyed the library too, it is beautiful and peaceful. Of the activities, I enjoy happy hour because it is a great time to meet people and make new friends. I am so glad we have Margaret, she is a very special director who keeps us busy.

I've been very pleased with the great food. I especially enjoy the salmon and the shrimp. You can see how much the cooks take pride in their work. The staff is very caring, the servers are very sweet. They care for large groups of us and treat us all special. Sara especially brightens my day.

Thank you all for making the change of from living in a house to my apartment here at Discovery Village - Castle Hills, a great one. It is truly home.

Virgie Hahn

Ashley, I wanted to thank you and everyone at Oakleaf for your compassion and care for mom during her last few years. She especially fell in love with Amber Winters and they developed such a trusting bond. If you are able to recognize Amber in some way for her caring, genuine compassion, I hope that you will. Tiffany was also particularly good with mom and would have done anything for her. Please recognize her for all that she did especially during mom's last few weeks. Also, Mom always loved Ranada's loving spirit and tender care and she thought so much of Jenny also! You truly have a very special team at Oakleaf of caring, dedicated, compassionate people. Thank you also, for sitting with mom when I could not be there and for Jenny being with her at her passing. My words cannot fully express my gratitude. Thank you for making the move go smoothly and please let me know if there is anything else that I need to do.

Thank-you so much for the good report. I so miss my mom but her safety is above all else during these difficult times we are in. I applaud Discovery Village employees for the fine job they do day in and day out in keeping families' loved ones clean, healthy, and comfortable.

Sincerely,

Gail K

June 8 '2020

To ALL of the Wonderful
Conservatory Staff!

We want to applaud all of you
and say a GIANT THANK YOU for
being so wonderful throughout this
Pandemic with our mom, Athletes Blaine.
Y'all did an excellent job of handling
the crisis after the initial outbreak
and keeping the residents contained,
protected and safe. Our mom was well
informed, well cared for and well fed.

Your jobs weren't easy before the
lockdown, and are probably more challenging
now, but Thank you for putting the needs
of your precious residents at the TOP.

Sincerely, Jamie Blaine Bail
Nancy Blaine Bail

BB

John,

Thank you - Thank you!

For my Refrigerator,

I am so excited.

Also, I want you to know
you are doing awesome

Job during this Pandemic!

Best Regards,

Thel

Dear John, (x1)

You have saved our pups twice, for that we will ~~also~~ be grateful.

What a great job you are doing during these sad times. You are doing amazing job... We thank you so much. Hope this will be over soon and all of us will be back to normal.

Dona →



Dona

Johnson

Thank You,

To all the Staff
here at the Conservatory
for all their help during
these trying times.

Sincerely

Annebelk Poston

Hi John,

My name is Heather Collum and I work for Amedisys Hospice. I heard about all the challenges your community has been facing and want you to know many of us in the healthcare world are sending well wishes your way!

- Heather Collum

There are a few absolute gems in this world. They are the people who make a tremendous difference in other people's lives... with the smiles they give, the blessings they share, and the way they warm the hearts of everyone around them.

These rare and remarkable people are so deserving of every hope and happiness. They are the people who are incredibly unique, enormously thanked, and endlessly appreciated for everything they do.

And one of those wonderful, deserving, and one-of-a-kind people is most definitely... you.

~ Collin McCarty

♡ Rita Kerner

August 8, 2020

Stephanie Smith
Discovery at Home
27299 Riverview Center Rd
Bonita Springs, FL 34134

Dear Stephanie,

I wanted to take the time to put in writing how wonderful Pamela Wheeler was to my parents, Patti & Joe Lancellot, while they were residing at Aston Gardens.

As you know, Pamela was assigned to my mom several mornings each week; and had shifts with both my parents during their individual 24/7 care periods. Pamela was such a huge help, always being so attentive, patient, encouraging and also truly caring about their well-being. It was a comfort to know both my parents were in her capable hands.

Discovery at Home is fortunate to have Pamela on your team.

In appreciation,

A handwritten signature in black ink, appearing to read "Lisa".

Lisa Lancellot Ball

8-4-20

Sherry,

Thanks you so much
you taking the time to
have a conference with
Jim, Lynn and myself regarding
a solution for Jim. We
just want the best professional
care for him and I think
Discovery Village has that.

I appreciate your consideration,
guidance, keep and time
regarding a solution for Jim.

Thank you

Martha Morgan


...for people like you



Dear Marisol,


A Very large "Thank You"

for making my "recovery"
a pleasant experience!

Every time I opened the
door and saw your smiling
face I knew it was going to
be "All OK!" AND it was! 

Thank you with all my heart.

Hugs - Deen

(and Joa too!!) 



"I'm convinced, had I not moved my Dad (to Discovery Village At Stuart), his health would be on a more sharp decline, if not succumbed to the disease by now. Not a negative to the other location, he just wasn't getting the same level of care and attention. Thank you for being patient and working with us! I truly believe you are engaged in your "calling" to help those with this specific need. God bless□□□□□□"

Carlos V.,

Dear Richard T.,

I'm writing to express so very much gratitude for all the extraordinary service and hospitality we have received since moving into The Trace.

In particular, the love, kindness, professionalism and stunning commitment that Melanie has shown to caring for my Mother and making sure to go that extra mile at every turn is beyond our expectations.

The times when someone first enters a new place can be scary and for my mom so confusing. Melanie has made an effort to make the experience so much easier for both of us and we will be forever grateful for her kindness and support.

Warmly,
Gabrielle Geiselman-Milone

5/2/18

Dear Sue,

I am writing to you to let you know that I had my 90th birthday party at Ashton Gardens on April 28th.

I want to thank Albert for doing a good job. It was very nice working with him. He did a terrific job making my birthday special.

The dinner & service was perfect.

Marilyn Gussman

4-18-2018

To whom it may concern,
I would like to thank the nurse in charge at Michigan City IN Ritten House, Beth Hogan. She noticed my dad was in need of medical care. She called me & suggested I get him to the E.R. I'm so glad she did, turns out he's been having strokes.

I contacted his visiting physician (Dr. R. Miller & his nurse) on April 4th, about my concerns. April 6th was when Beth called.

Now, he's back at Ritten House and needs PT and OT. Our hospital only had one visit for P.T. That's 9 days since he's been "home." Again Beth Hogan suggested a different therapy option, who will work with my dad more and also do O.T. with him.

Your staff has been great. Even the cleaning-ladies have helped me so much. A few names I've noticed who have gone beyond the "call of duty," are—Beth, Gloria, Robin, Rose & Tiffany.

Thank you for having good people,
Gail Richards daughter of

STANTON J RICHARDS

Dear Ms. Elliot,

My parents, Bill and Loretta, have been residents of Oakleaf Village since April 1st, 2015, and have enjoyed the benefits of living there.

When in a declining health care situation, some residents become special to health care workers, and some health care workers become very special to the patients. Shanna, one of the med techs employed with Oakleaf became very special to my parents, and when my dad's death became imminent, she requested that she be called when and if anything happened to him.

At 12:45 a.m. on March 15th of this year, my father passed away. One of Shanna's co-workers called to let her know that Dad had reached the end of his journey. Knowing that his body would be transferred to the Carol Campbell research center in Charleston, Shanna sent me a text requesting they not remove his body from Oakleaf Village until she could get there and pay her final respects.

Our family wishes to express to you our sincere thanks for the special care given to both our mom and dad and look forward to the continued care of our mom.

Sincerely,

Susan Thodusk Derrick and the entire Rhodus family

Oakley family;

I have been at a loss for words to express "thank you" for all the love, friendship and fellowship that has been shown to my family and me.

Bill, was a person who always enjoyed life. Even tho living here was different he enjoyed the closeness shown to everyone.

So for me this is "Home"

Thank you again
Loretta Rhodes

Dear Sue,

We had a dinner party for my mother's 90th birthday. It was a very successful party from the planning stages to the actual event. You should be quite proud of your staff. Albert is a consummate professional who takes pride in his work. He is easy to work with and is perceptive and charming. He understood our vision for an elegant party and executed it perfectly. He had some help. Your servers handled everyone with grace and a smile. They were Cherleda, Darlene, and Charlie. They remained pleasant and helpful throughout.

I look forward to more parties where I can use your facility and staff.

Thank you,
Anne Yagoda

Dear Matt,

Mother joins me in thanking you for your thoughtful visit Friday! I regret I was not there at the time of your visit but look forward to introducing myself soon. Thank you also for your lovely invitation for lunch which we happily accepted!

From the beginning with our wonderful interaction with Ginger White, we have been very impressed with Discovery Village. Our family is most appreciative of the warm welcome and for the wonderful living situation you and your staff are providing for Mother.

With best wishes,
Betsy Bullock

Tara,

I wanted you to know that you have put together an excellent team of employees with a great vision of what an ideal Assisted Living Facility should be like. A caring place that provides a very high quality of service!

With fun activities for the residents and memory care patients in a bright and clean environment. It means so much in support of a higher quality of life for the residents! The residents appreciate it and the families of the residents appreciate it.

The Happy Hours and the entertainment give the relatives of the residents an incentive to come and visit their loved ones and have some much-needed fun!

We particularly like the fact that my mother's painting was chosen for the Alzheimer's fundraiser. It was a win-win! We were able to purchase the painting to keep it in our family and at the same time make a charitable donation.

What a great idea! You certainly do your job well and have made Discovery Village a place we can all be proud of.

Thank you very much from myself and our entire family.

Dear Ms. Marisa Crockett,

I am writing this letter to highly praise on of your outstanding employees: Linda Roberts, Executive Director at Aston Gardens At The Courtyards here in Sun City Center.

Recently my aunt, Alice Fullerton, who was a resident at the Courtyards passed away. Linda was a tremendous help to me during the last month and a half of Alice's life. I could not have asked for more assistance during that time. After Alice's fall, I did not know whether she would return to her Independent Living apartment, need to move into an assisted living care facility, go to Hospice, or pass away. Throughout that time Linda did all she could to make things move smoothly for me. Eventually, Alice did pass away, but I will never forget Linda. She is the kind of employee that everyone wants to have.

Sincerely,

Susan Grosskopf



Pittman House Village
2901 Lawn Terrace

There are times we can't see where we are going when we are terribly alone.

Out of touch even with those we know and love... Then along the way something is happening a pale light is there...

My son found a place not knowing what to do or say... when he had taken me there to visit.

God sent this light in many ways that I shall not fear.

The light of God's love we see with our faith and gets deep inside you.

Pittman House Village "My home"
Beautiful surroundings... patience for relaxing making friends who know love. Heaven to cheer you. Dining... delicious food... Activities...

My way of living with happiness... joy. My walls with Oil Paintings... A lazy boy chair for TV. maybe or snapping or just relaxing. My desk with six drawers holding cards for my friends birthdays with love overflowing Picture Albums and memories of past and now.



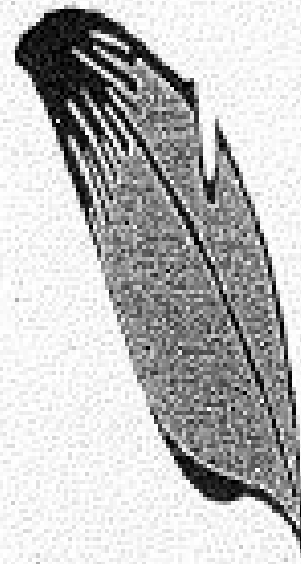
*Dear Friends,
God has truly blessed my Mom
and my family using each of you
as his hands and feet. Your love,
patience, and wonderful care will
never be forgotten. Enjoy a sweet
and think of Viola!*

Our mother Ethel moved into Aston Gardens this past weekend. I wanted to tell you how happy we have been in this transition. From working with Rita and Melanie, the process could not have gone better. They are professional but not stuffy or pushy and they made our mother and us feel welcome and very comfortable in knowing we were making the right decision.

It is apparent you run a great community and we are grateful for the staff of Aston Gardens where we know that our mother will enjoy living there and we will feel comfortable knowing that she is happy.

Steve and Caryl

We know when you move to Aston Community, you expect the very best. Our staff strives each day to provide you with the best, and from time to time they even go "above and beyond" the call of duty. We think these outstanding individuals should be rewarded. If you feel a staff member has gone "above and beyond" to make your life here as wonderful as possible, please let us know. We would love to put a feather in their cap!!



Date August 27, 2018

Dear Ms. Sue Butler, Regional Executive Director

One of your staff members Mr. Adil Ezzahri, Sous-Chef has gone out of their way to brighten my day!

Please explain:

Recently, I requested a unique entree in the
Dining Room. Adil was expeditious and creative
in responding to my special request that immensely
enhanced my Dining Experience here at Aston
Gardens. Please know that I shall be eternally
grateful for the continuing exemplary assistance
that he, as well as You, provide.

Sincerely, *Bill Martin*
Bill Martin (3-108)

CC: Mr. Albert Price, Director of Culinary Services

We attended Elaine Newberg's
birthday party. It was
absolutely beautiful. The
room looked elegant, the
food was excellent.

We must compliment Albert
and the entire serving staff
for an excellent job.

It couldn't have been
 nicer if it was held at
The Waldorf.

Gene Schwartz
Artie Teitelbaum

Dear Linda Roberts and Twyla Sampson,

June Gerbon, my aunt, passed away on August 16. She had resided at the Independent Living facility for a year, the Assisted Living facility for a year, and the Memory Care facility for her last year.

Everyone with whom I had contact for the care of my aunt was, without exception, extraordinary in their care of June.

Ronnie Wilkerson, who served as my introduction to Aston Gardens, helped transition June into her first level of care. Susan Scott, who evaluated June for her transition to Assisted Living, was like a family member. Her compassion and professionalism were beyond what I have seen in caring for my mother.

Marci Zellers, the welcoming face, provides resident care coordination I wish my mother was receiving. I never found Marci to shrink from taking on any task to care for June. Candise Brown is a commanding and reassuring presence in the Memory Care facility.

Al Rodriquez brought a smile to June's face, even in her final days. He has a relationship with the residents that reminds them that they are worthy of friendship.

Thank you, all, for your professional, compassionate care.

Bob Hambrecht

Hi Cathy,

I wanted to say a big thanks for your kind words and caring heart during this difficult week, especially in granting permission to keep them together, it really meant a lot to me in sharing your story of your parent's events.

They were able to spend one last night together, they held hands one last time, and their favorite associate pastor was able to visit in time and have an amazing prayer with them, and Dad's passing was very peaceful for him, you were right, he was waiting on me. I am very grateful and blessed to have such caring people around both him and Mary. Your staff, they are amazing and caring people, such big considerate hearts, and such respect. I never have witnessed so many tears in an assisted living, their time there was indeed memorable and I'm grateful to be blessed in finding such an amazing and helpful place.

Thanks again, and hope you and all those amazing people have a big and blessed day.

Jeff

Good Morning Cheryl,

I wanted to take the time to show my appreciation for Mari Bohall. She has been doing a wonderful job since she took over as the supervisor of the Memory Care Community.

We received a professional update on the hurricane. She made arrangements for foot care with a podiatrist and looped all the families in. I attended a wonderful Laua at the Memory Care Community. Yesterday I received a photo of my mom playing a game. Since I can't be there all the time I am so appreciative of this.

I just wanted to give her a pat on the back.

Louise Miracle

To The Summit Team,

We were overwhelmed by the many kind words and thoughtful gestures made by so many of The Summit Staff! The bouquet of flowers were beautiful and arrived on a day when our spirits needed lifting. We thank you for that.

We will forever appreciate the way you welcomed Dad into "The Summit" community and focused on making him smile each and every day. Sincerely, Steve + Connie Fisher

During a time
like this
we realize how much
our friends and relatives
really mean to us
Your expression
of sympathy will always
be remembered

The Family Of
William D. Fletcher

Dear Matt,

I just wanted to drop you a line to let you know how appreciative my family and I were of the wonderful care that my mother received at Discovery Village. As you know, she passed away September 9th.

From the day that she moved in, she was treated with dignity and respect. She was a strong personality who could be difficult to manage on a daily basis. Your team handled all these situations with ease. They understood these outbursts were only momentary and were always willing to ignore and continue on with their pleasant interactions with her no matter how hard she tried to make it otherwise! She enjoyed the dining room and the interaction with other residents at meals. She thought the food was delicious and she really liked talking to the chef. She enjoyed sitting outside on the beautiful porch and watching the comings and goings of the world. It was so lively and kept her from feeling so isolated when it became harder to get out. She enjoyed the activities that were provided daily. Ice cream afternoons were a big favorite! The Activities team was phenomenal.

(Continued)

We are especially thankful to them for bringing cornhole to DV at Betty's suggestion (at least that was her version of the story - ha). The staff encouraged her and others to get involved with the many activities every day if they so wished. Her apartment was kept meticulously clean and her laundry was always done. Every interaction that I had with the team was always helpful and full of kindness. As you know, the aging and ailing population is a group that is growing and their care is still evolving. But the thing that seems to matter the most to them is human kindness and attention. That is what Discovery Village provides for them when the family cannot always be there. That is something you cannot put a value on. For all of the above reasons and many more, I will be forever grateful for the wonderful home that you gave my mother this past year. "Sometimes you never know whose life you can touch when you don't even know it." Again, many thanks and my best to you and your team.

Gratefully yours,

Cindy Spangler



...the person with whom you move to an Aston Community you expect the very best. Our staff strives each day to provide you with the best and from time to time they even go 'above and beyond' the call of duty. We think that these outstanding individuals should be recognized. If you feel that a staff member has gone 'above and beyond' to make your life here as wonderful as possible, please let us know. We would love to put a Feather in their Cap!

DATE: Sept. 21, 2018

Dear Linda Roberts,

One of your staff members, Luis Hernandez

Has gone out of his/her way to brighten my day!

I was a teacher (a hundred years ago.
I think his earned many A+'s
since arriving! Things get done!
He's very friendly and keeps an
eye on so much. He's always
enjoyed being here. This 'Feather'
for good deeds should most
certainly be awarded to him.

Sincerely, Jan James

Sept. 22

Dear Linda,

You were 50
right. You said
Luis would be loved.
You have that right;
I slid his "Feather"

under his door.
So many things are going better in
spite of the several crises (34) we've
had. The buildings seem to be
showing their age.
Thank you for your help in
choosing him!

Sincerely,

Jan James #8-112 (North Campus)

Dear Loren,

I want to thank you for all that you did in supporting my father, Bill Fletcher, during the two years he resided at The Summit's Memory Care Community. Your genuine concern and interest in making sure Dad's dining needs were being met were greatly appreciated. I always felt my suggestions were heard and responded to in a timely manner by you and your team. Your support in orchestrating several special "family" events throughout the last two years was amazing. Transporting Dad was challenging and being able to have the family come to him for celebration was wonderful! You always went the extra mile in making these special days with Dad at the center. When I am asked about The Summit by neighbors, friends, and colleagues I always talk about the various components of a memory care community; level of care; activities, the facility in general, housekeeping, and dining. I am always happy to share what a great job you and your team do with dining. The more recent addition to broadening the menu choices was something Dad was able to enjoy during his last few months at The Summit. I saw first-hand several residents taking advantage of the added menu choices. Thank you for taking the time from your busy schedule to attend Dad's service. Your presence brought us comfort during a very sad time and meant a great deal to us. We are grateful that you and your team were part of Dad's care. May God Bless You!

Sincerely,

Connie & Steve Fisher

9/20/2018



TEAM MEMBER OF THE MONTH NOMINATION

Team Member: 5 "Activities Department"

Roxanne, Michelle, Amanda, Casey, Jackie

Reason for Nomination:

Anthony

My name is Rebekah Campbell and

I do musical entertainment in (in)

over 40+ buildings in Delaware, Maryland

& Jersey. Your activities department is by

far "THE BEST" around. There is not

another facility with directors & their

staff (at all of the activities) dancing with

the residents, engaging in clapping with them &

just really showing everyone how much they

love and care about everyone. It really

is a breath of fresh air coming to your facility →

Name: Rebekah Campbell

Date: 9/21/2018

Your activities department goes above and beyond and I'm thrilled that we get to be a part of it! I was a food service ^{director} for 12 years and I know how hard your job and their jobs are!! I wanted to thank you and your staff for everything you all do for the elderly. I look forward to coming back in October! Activities Rocks

Have a wonderful
day!

Rebekah Campbell

Dear Linda,

My husband, William, was fortunate to live at Aston Gardens for almost ten years - however, I hope what ever star he is now on lets him know how Aston has been blessed with having you.

I want you to know that I have always thought I couldn't be in a better place - and now I think you being here is making Aston even more perfect.

Your communications with the residents is so welcome.

December 16th - 2018 will begin my 14th year here - and I couldn't be happier with my

2. Friends, staff, servers, everyone
who makes my being here so
pleasant.

I like to tell visitors that I
wrote when they are here looking
at Aston that - "When you
have seen the rest, you will
know Aston is best."

Cheers,

Helen

September 27, 2018

Noted with thanks. Discovery Village did an exemplary job in dealing with Hurricane Irma and the absence of power in its aftermath. My mom didn't even know that she had slept through a hurricane, it was all business as usual for her. Thank you so much to the entire staff for all the kindness and support.

Best regards,

Patty

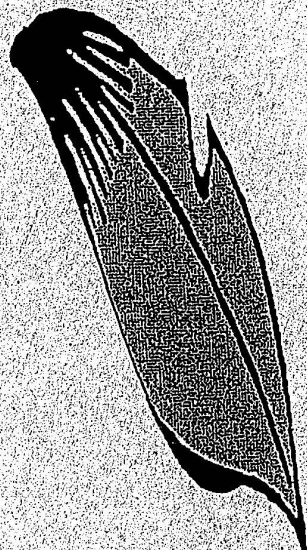
Dear Oakleaf Team,

Thank you so much for your love and care for our Mom, Mary. Our plan for her care was initially to keep her in home, but her circumstances changed to the extent that this was no longer possible. Oakleaf Village was her next step, and we could not have found a better place for her. We knew that she was safe, warm, well-fed and cared for. She was also only about 15 minutes away, and we ended up visiting her more at Oakleaf than we did when she lived next door - funny how things work out!

But, as we found out, Oakleaf offered more than this - the staff really loved Mom (and Dad). This was evident in the way we saw staff interact with them and the endearing things that they told us. They found a new community of friends, which expanded their socialization, and I believe that this was very good for them.

As Mary continued to decline due to her disease, Oakleaf staff made efforts to continue to care for her, going above and beyond what could be reasonably expected in an assisted living facility. However, we once again had to change our plan for her, since her medical needs were increasing. We decided that the time was right to move her to a higher level of care. Thanks again for your professionalism, your skills, but most of all your caring for and loving of our Mom.

We know when you move to Aston Community, you expect the very best. Our staff strives each day to provide you with the best, and from time to time they even go "above and beyond" the call of duty. We think these outstanding individuals should be rewarded. If you feel a staff member has gone "above and beyond" to make your life here as wonderful as possible, please let us know. We would love to put a feather in their cap!!



Date October 1, 2018

Dear Ms. Sue Butler, Regional Executive Director

One of your staff members Mr. Albert Price
Culinary Services Director

has gone out of their way to brighten my day!

Please explain:

Albert responded to requests from me and

demonstrated job performance skills that went
"above and beyond" the call of duty. He has

enhanced the quality of my life and is, indeed,
a great asset to Residents at Aston Gardens.

Please know that I shall be eternally grateful
for the continuing exemplary assistance that

he, as well as You, provide.

Bill Martin
Sincerely, Bill Martin (3-108)

Dear Rittenhouse Staff,

Thank you for the beautiful
arrangement of yellow roses, mums,
yellow carnations + white snap-
dragons sent in remembrance of
my mother, Elaine Baker.

She was a very special lady
and even though dementia took
many of her memories, her spirit and
smile were a gift to us all.

Sincerely,

Nancy O'Bryan, daughter

To the team at Discovery Village,

I would like to thank everyone at Discovery Village for the wonderful care that my Father received while at your community. My father's time at Discovery Village was exceptional. I would also like to especially thank the people in Memory Care who looked after my father. These people were outstanding. I observed these caregivers taking wonderful care of the residents. The job they do is very difficult and demanding. I was just amazed by how well they took care of these people who need 24-hour supervision.

Erich K

Oct. 31, 2018

Dear All of Rittenhouse Staff,

I would like to express to you how fantastic each of you are and how grateful I am for all of your care, love and concern for my parents, John and Ann.

Moving Mom & Dad into Rittenhouse was a difficult decision for not only my parents but sisters as well, as they had been in their home for 50 years. For all families moving parents into assisted living marks the beginning of a stage that most children do not want to face. So this, of course, created much apprehension and tribulation in all of us.

My first contact with Rittenhouse was with Stephanie Olson who has the most soothing and compassionate tone of voice and way with words. This was much needed and very appreciated. The level of comfort and confidence of choice that was gained from having communication with Stephanie was wonderful. Thank You?

This amazing level of care and consideration did not stop with Stephanie. The first week of Mom & Dad living at Rittenhouse was a strenuous time and all the staff eased the burden. Leon helped us adjust things in the apartment, heon helped us use his tools etc. These are heon still helps Dad with his chair etc. These are tasks I am sure are not on his job description sheet. In my mind heon goes above and beyond for Mom & Dad and I am sure all the residents. Thank You?

Additionally, during that 1st week the Chef fed my sister and me the whole week. We had no idea how the system worked and I am sure our mouths were not in the budget, yet he fed us anyway. Thank You

To the staff at Discovery Village

October 25, 2018

I would like to thank everyone at Discovery Village Naples for the wonderful care that my Father, Erick Krumrei received while at your facility. My Father's time at Discovery Village was exceptional. Your staff, from the receptionist, Mary Ann, to the caregivers, food, maintenance, and office personnel were a pleasure to deal with. I would also like to especially thank the people in Memory Care who looked after my Father during the last part of his life. These people were outstanding. After spending several days in the unit during my Father's time in Hospice, I observed these caregivers taking wonderful care of the residents in the unit. The job they do is very difficult and demanding. I was just amazed how well they took care of these people who need 24 hour supervision.

Erich Krumrei

A handwritten signature in black ink that reads "Erick Krumrei". The signature is written in a cursive style with a large, stylized "E" and "K".

To Whom It May Concern

I have only been here two weeks but I must say the "staff are great". Actually, everything is great! This was a good move. Another chapter in my life! Thank you for all you do.

Sincerely,

Florence M. Butcher

Dear Oakleaf Staff,

Thank you for welcoming my Grandmother, Betty Albury, with love and open arms. You have provided, and continue to provide, myself and my Mother comfort and peace of mind.

Thanks for all that you do for Grandmother and all of your residents,

Sincerely,

Missy Moore

Dear Carla, Pat, Chef Scott, and Johanna,

Thank you all for being of such kind and efficient assistance to me and my mother, Mary during my recent trip to Discovery Village. I so appreciate everything each of you contributed to enhancing the quality of my Mom's life at Discovery Village. Within a few hours you helped me set up evening care for Mom, had her walker adjusted by spectacular OT, Dawnli, and advised me on how to minimize the effects of the ritual evening glass of win; replace with alcohol-free wine!! Great idea!

The professionalism and kindness you exhibit are also noted in all members of your staff at Discovery Village including the nurses, MA's, dining staff, and front desk personnel. MaryAnn and John are also very special to me as they have always been available to assist my mom and me with whatever small trouble she might be experiencing. I am so happy to see such a strong leadership team again at Discovery Village. Have a happy holiday season and best wishes for a happy and prosperous new year to the entire team.

It provides me with great reassurance knowing my Mom is safe and well cared for by you and your team.

Many blessings,

Margery Harvey-Griffith

I wish I could find
enough words to tell



Hillel

You know much
I saw every one
at Cedar College for
the past sixteen years.
Everyone from management
to the very least of
employees has been
there on the company,
kindness & taking care
of my every need.

I feel so fortunate
& grateful that I
may be able to spend
my last year here
with you (ALL)

Sincerely,

Cecilia Cerrato K305

www.hillel.org

Hillel's mission is to enrich the lives of Jewish undergraduate and
graduate students, so that they may enrich the Jewish people and the world.

HLJ11P-Notepad

Dear Ms. Sue Butler,

One of your team members, Mr. Willis Jones has gone out of his way to brighten my day! Recently, Willis replaced a defective washer/dryer in my apartment. His demonstrated job performance skills were professional, informed, expeditious, and went above and beyond the call of duty. He, indeed, enhanced the quality of my life here at Aston Gardens. Please know that I shall be eternally grateful for the exemplary expertise and assistance that he, as well as you, provide.

Bill Martin

Dear Dara,

On Saturday Night our usual group of friends gathered in the cocktail lounge. It was an extra special night because one member was returning from an illness. We all wanted to celebrate but had a problem because of the size of the group.

Yuni came to our rescue and arranged a table for ten in the back bar area and Fritz did an amazing job as our waiter. We are very grateful for these two employees for going out of their way to accommodate us. Please let them know they are extra special.

Sincerely,

Bill Gagnon

Thank you, thank you, Mimi, for the magnificent New Years' Eve party in the ballroom last night. This was the fourth year for such a party and it was THE BEST!

You and your team went all out in making this such a wonderful event. The ballroom was packed; more residents attended than in the previous three years. Aston Gardens At Pelican Marsh is my home and the part last night was a very enjoyable evening with my neighbors.

Again, my grateful thanks.

Bob W.

My mother, Adelaide Farina, has been a resident at Rittenhouse At Michigan City for several years. Until his death a year ago, my father, Dominic Farina, was also a resident there. Rittenhouse and its team have been consistently excellent by every measure. One member of the staff, Activities Director Jamie Kessler (Slutzkin), deserves special mention. She does an extraordinary job of keeping the residents entertained, engaged, and upbeat. She maintains a very full activities calendar of creative and varied activities, organizes each activity skillfully, and personally promotes every event to encourage resident participation. She is always cheerful and enthusiastic, and she cultivates a personal relationship with each resident. Her dedication and energy make for remarkable medicine.

Rittenhouse is a wonderful place, well managed, and staffed by fine, caring people. Jamie makes it even better.

Very truly yours,

Richard F.

Hi Susan! Happy New Year!

On Sunday, January 6, 2019, I went to visit mom in the Memory Care section and I was so pleasantly surprised to see how well mom looked. Her caregiver, I'm sorry to say, I didn't catch her name, did an absolutely wonderful job in dressing mom and fixing her hair. Her clothes were color coordinated, she had a pretty pin on her sweater, earrings in her ears, necklace on, etc. I just want someone to know how pleased mom and I were with this sweet lady and I can't appreciate her wonderful work. It didn't go unnoticed.

I hope this caregiver does well in her profession, she is a caring person and it shows in her work.

Take care and have a wonderful year,
Susan!

Blessings,
Sandra Buntin

Dear Courtyards family,

How can I ever thank you enough for all the love, care, companionship and friendship you showed mom. From the day mom established residency with you, you all welcomed her as if she were truly family. I know she came to you unwillingly & mad at the world. However, she went out of this world so attached and thankful to you.

I also want to thank you for the care and support you showed me. You were always there as the daughter, a friend, and a family member in great pain. You have been my friends, my family, my guidance and support system. You are all such special people and there is no way I can ever thank you

My husband lived at The Terrace At Mountain Creek for the last nine months of his life and it was WONDERFUL! I can't say enough about life there. It was akin to living on a cruise ship, attentive and loving staff, outstanding meals, personal attention extraordinaire, I could go on and on. Check it out or ask me!

Carole Ann

January 16, 2019

Dear Aston Gardens,

I am writing this letter of gratitude on behalf of my sisters Deborah and Jill and myself to thank each of you for the assistance and care you gave my father Anthony Ricotta. As you may know, my father Anthony passed away a few weeks ago. He was a resident in Building #11 in the independent section of Aston Gardens for a little over a year.

Throughout the year he lived at Aston Gardens, my father was always treated with respect, and we took comfort in knowing my dad was in a safe and secure place that felt like home. The entire staff at Aston Gardens were both professional and hospitable. He often told me about his favorite servers in the dining room who accommodated him, the entertainment director who always greeted him with a verse of a song they both loved or the ladies at the front desk and the administrative staff who answered his questions and met whatever requests he made whether it be transportation arrangements or a variety of other needs that may have arisen. He enjoyed chatting with the housekeeper who cleaned his apartment every Monday. During the last few months, my dad was falling quite a bit and would notify security to come and assist him. These falls often occurred in the middle of the night. The young men who came to assist my dad always treated him with dignity and compassion. The personnel who drove the vehicles to transport my dad to the clubhouse or around town were always friendly and offered a great deal of physical assistance in getting my dad to where he needed to go safely.

Thank you to each of you for your professionalism, care and compassion. I wish you all prosperity, good health and peace in the coming year.

Warm Regards,

Carrie Hale

(Anthony Ricotta's daughter)

Dear Sue,

Just got home from the hospital and I wanted to tell you how I appreciate what Rick did for me.

We called him over and in a minute he was at my side.

I couldn't talk, my left side was paralyzed. He immediately called the ambulance.

You need to know how caring and thoughtful this young man is.

I feel he saved my life. As there was a four hour window to get the medicine.

I will forever grateful
to Rick.

Thank you Sue for
everything
VERY MUCH

Phoebe gilford

Jan 23, 2019

Mandy Ayers

Jenny,

You have been a rock for ME! You have helped me through some of the most difficult times in my life. You told me things I did not want to hear, but always with sincerity + compassion. I feel I am handling Daddy's death OK because I know he is no longer suffering. The hard part now is seeing mama so upset. Looking forward to continuing to work with you and the Oak Haven staff in her care. Thanks so much for all you have done! May God bless you.

Sincerely,
Mandy



Staff Shoutout to: Joy

For: Always being aware of what was needed + when to give mama + Daddy the best care. Your compassion + care for the residents is shown each day + appreciated more than you know. THANK You!

From:
Mandy Ayers



Staff Shoutout to: Ashia

For: You are amazing - Your calmness during Daddy's last few hours was such a comfort to me. You immediately made calls to ensure

From: he had the best care. THANK You!
Mandy Ayers

Sue,

I am sending you this on behalf of Maureen our nurse professional at Aston Gardens. I wanted to let you know that Maureen has been simply wonderful.

She has been on target with her attention to detail each and every time we have needed her over the years.

Kind and caring. She is my onsite partner in care for my mom.

Betsy and I are very grateful for her kindness and we thought you should know.

A professional with a warm heart. Maureen is as good as it gets in senior nursing care.

I thought you should know how much we appreciate her and the staff at Aston Gardens.

Hugs from John & Betsy Meyer, for Vera Meyer

We wanted to thank all the staff at Oak Leaf for caring for Merritt Swinney for the last 10 years. You made Oak Leaf his home. We enjoyed hearing all the stories you shared about him over the years. It warms our hearts to know how much he enjoyed his time here. While we will miss him, we know he is now in a better place and at peace. Please accept these baskets as a token of our appreciation for all the love and care you provided. Merritt was blessed to have had you all in his life.

Sincerely,

The Swinney Family

PUT A FEATHER IN MY CAP



We know that when you move to an Aston Community you expect the very best. Our staff strives each day to provide you with the best and from time to time they even go 'above and beyond' the call of duty. We think that these outstanding individuals should be recognized. If you feel that a staff member has gone 'above and beyond' to make your life here as wonderful as possible, please let us know.

We would love to put a Feather in their Cap!

One of your staff members, Whoever hires such a great staff

DATE: FEB 24, 2019

Has gone out of his/her way to brighten my day!

Before he passed, my Dad highly praised the lun's staff. He said it was the best of four facilities that he knew. So I think the credit goes to whoever hires such excellent people - it is impossible to single out individuals, because Marcie(sp?), Beatriz(mom), Anne Marie, Annabelle, Mary, Tammy, Sasha and everyone was so great to my Dad (and to me).
Moving forward, I especially want to thank the people/George Gorman's giving such good care to the residents. I know for example, keeping Stella safe is a full-time job.
Sincerely,
Don Getman

ASTON GARDENS
At The Courtyard
By Discovering Better Living

My mother spent the last 1+ year of her life at Aston Gardens. This is a beautiful place and is great for elder living. The staff here is awesome and truly cares for its residents. The food is excellent and living quarters are clean and beautiful. My mother truly loved it here. The golf cart drivers and transportation to events, stores, and venues are awesome. A special thank you to Marian in resident services, Joselyn in transportation, Amanda at reception, and Laure with Dr. Berland's office. You are all phenomenal people and excellent at your jobs.

The family wishes to thank Gary's many fiends that helped make our lives easier with their prayers, visits and well wishes. We would like to thank "Gary's Girls" at Oakleaf Village At Lexington. They are amazing. Not only did they give him plenty of TLC they made him laugh and dance. They helped relieve our stress as well.

We are preparing to leave Aston Gardens. Artie and I are having a difficult time doing this. We have been very happy here but circumstances require us to be near our families.

We have made wonderful friends that we will be in touch with and never forget.

The staff has been outstanding, doing everything they can whenever it's been possible, from the top down.

There has been a tremendous difference in the dining room since Albert came and we shove Dick (who doesn't?)

Javier is a delight, Dylan and Cade always helpful. The servers have improved and the general atmosphere is more organized.

We hope we haven't left anyone out - if we did it was purely unintentional.

With best wishes,
Arlene & Artie

We can't say enough about
the Wellness Center with
Elizabeth and Maureen.
They helped me personally
emotionally and physically.
They were there whenever
we needed them.

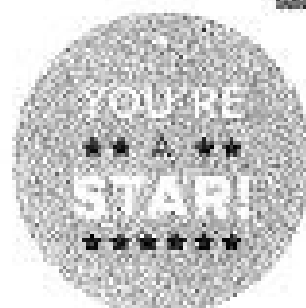
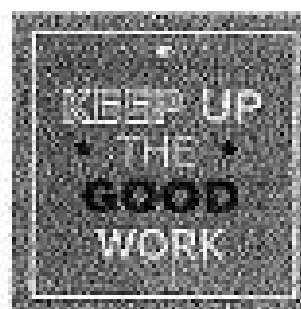
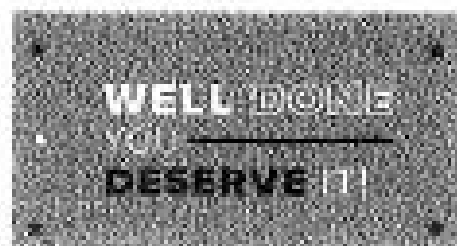
With love,
Arlene

May 9, 2019

On behalf of my
mother, Rosal
Quirilia, I want
to convey to each
and everyone here
how much your
care and concern
for mom has
impacted my life.
I could never
repay you for the
kindness and
professionalism.
Mom prayed for
all of you daily.
She lived a life
in service to others.
Sincerely,
Athena Quirilia

Good Morning Carla,

This letter is for the purpose of recognizing Mary Ann Carroll for a job very well done. Her front desk position is not an easy one. At any given moment there are multiple things happening, including conversations with colleagues, residents, guests, vendors etc. In addition to which Mary Ann is answering questions, providing directions/instructions, intercepting phone calls, transferring those phone calls and on and on..... Mary Ann is the “queen of multitasking.” The amazing part in all of it is that she keeps her composure no matter how much is coming at her, and she remains kind and respectful to anyone and everyone who approaches her. She is a gem; an invaluable asset to the daily operations at Discovery Village At Naples.



Name of Team Member: Mikely G. Duke

Briefly describe why you are recognizing this employee: her hard work and
faithful service inspite of long work weeks
her pleasant smile and friendly service are
much appreciated

Date: 5/27/19

Name of Person Submitting: Tom Lindsey



Name of Team Member: MARGRET

Briefly describe why you are recognizing this employee: MARGRET WAS

Helpful, Above & beyond to MAKE OUR FAMILY

OUTTA SUCCESS AT DISCOVERIES - ALSO SHE WORKS

DILIGENTLY TO PROVIDE PROGRAMS FOR RESIDENTS

Date: 5/27/19

Name of Person Submitting: TOM BRECK 246

Dear Memory Care Staff,

8/8/2019

Thank you so much for the care and support that you gave our mother, Emily Jane Sullivan, while she resided at Lakeside. Whether you helped to bathe and dress her, gave her medication, did her laundry, cleaned her room, or did any of the other numerous jobs that were required for her care, we are grateful. Throughout her stay, we know many of you spent countless hours talking to her, redirecting and consoling her in times of anxiety, and encouraging her to go to meals and activities. All of you have such an important job caring for the residents there. We pray that you will continue to provide a loving and supportive environment for each and every one of them.

Dear Cheryl,

The entire Toner-Travers family wants to extend our sincerest thanks for the special care and support All of the Lakeside and Mallard Landing employees have provided to Joyce and our family for the last year and a half, especially during the last months. Special word must go out to Mari Bohall and her entire memory care team, Barb and her team of nurses and med-techs, and of course Isaac. We feel we all worked together as a team to provide Joyce with a 'quality' life as best we could.

Thank you all for being a part of our story and sharing your love and compassion.

//////Signed//////

The entire Toner-Travers Clan