

Dear Alan,

Words cannot express my gratitude to your entire staff. From the moment you walk in the door the staff is always friendly and efficient. They know your name and are always willing to help. My mom, Nancy DeMatteo, spent the last 8 months of her life in the Reflections unit. Under the guidance of Shaniqua Hayes, her entire staff cared for her in a respectful and caring manner. You have an amazing group of people working in the Reflections unit. They truly care for the residents. I have spent many hours watching how they care for people. Often times the residents are difficult, and each time they work as a team to handle a variety of behaviors. In the end, when my mom required Hospice care, each and every aide went out of their way to help my mom and my family. These are special people with special talents.

I would like to share with you the last words my mom said about a week before she passed away. Shaniqua was caring for my mom and my mom whispered, "I love you" to Shaniqua. We were all taken by surprise because she was not talking very much at all. I guess she just wanted her to know how she felt.

As difficult as it is to lose my mom, I know that she was well cared for at the Bristal. I will continue to visit my Dad at the Bristal, as he is comfortable and feels at home. Please express my gratitude to your entire staff and especially the Reflections staff.

Fondly,
Nancy Coyle