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October 10, 2011
Ms. Mary Ellen Mc Keon
The Bristol
117 Post Avenue
Westbury, New York 11590

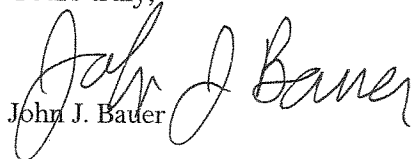
Dear Ms. Mc Keon:

My mother, Barbara Bauer, has resided at The Bristol for the past seven years. Most recently, she has been cared for in the Reflections Unit. The entire Reflections staff has always treated her with dignity and compassion, but her care has been even better since Sandra became director of the unit. She is knowledgeable and professional, always responds to our concerns, and sets an excellent example for her staff.

It is difficult to name all of those who are taking such loving care of my mother. I'm sure there are plenty of times individuals have been exemplary without me even knowing. But I do want to bring to your attention some of the employees whom I have observed providing exceptional care for my mother. Soline plans activities that are stimulating and offers a way to constructively pass the long days my mother faces. The monthly family nights she organizes are enjoyable to both my mother and me. Lola seems to take special care to serve my mother exactly what she wants at dinnertime. Martha is always patient and positive, even when my mother is having trouble being cooperative. Zofia has diligently cleaned her room, and even reminded me when she needed some toiletry item. I have been present when Phyola has stopped what she was doing to patiently assist my mother immediately.

During my visits to The Bristol I have been continually impressed by the Reflections Staff. Their respect and excellent care for my mother are much appreciated.

Yours truly,


John J. Bauer