

Dear Memory Care Staff:

I hope this letter finds you in good health and high spirits. I wanted to take a moment to express my heartfelt gratitude for the exceptional care and support you provided to my mother during her time at your memory care facility.

When we first made the difficult decision to move my mom into a memory care facility, we were overwhelmed with worry and uncertainty. However, from the moment we walked through your doors, the kindness, professionalism, and compassion of your staff made all the difference. The care my mother received was beyond our expectations, and it brought immense comfort to our family during a challenging period.

Your team demonstrated an unwavering commitment to ensuring my mom's safety, well-being, and happiness. From the attentive memory care to the engaging activities and programs tailored for residents with Alzheimer's and dementia, your facility provided an environment that truly felt like home for my mom. Your staff always treated her with respect and dignity, and for that, I am eternally grateful.

I would like to extend our special thanks with these small treat bags, to those of you who went above and beyond in their care for my mom. Your kindness and dedication meant the world to both her and our family.

Your facility's commitment to open communication, regular updates, and involving the family in care decisions was greatly appreciated. It allowed us to feel connected and informed, which eased our concerns.

As my mother's health declined, your team's support was unwavering. The compassion and comfort you provided to both my mom and our family during her final days were immeasurable. I cannot thank you enough for being there with her until the end.

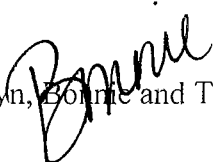
Please share our gratitude with the entire staff, from the nurses and caregivers to the kitchen and maintenance teams. Each member of your organization played an essential role in making my mom's time at your facility a positive and comforting experience.

While it's never easy to say goodbye, we know that your facility made her last days as comfortable and fulfilling as possible. Your work is truly a blessing to those in need, and we will forever hold a special place in our hearts for Palm Vista Senior Care.

With warm regards and heartfelt thanks,

The Collis Family

Robert (her husband) Linda, Robyn, Bonnie and Terry

A handwritten signature in cursive script, appearing to read "Bonnie", is written over the printed name "Bonnie" in the signature line.