

To: Bernice Ambrose

Subj: My experience with Whispering Knoll per your request dated 03/18/08

Realizing that you can no longer take proper care of your loved one, then finding lodging and care for your loved one is a very difficult time.

But in my opinion once that decision is made you can feel comfortable leaving your loved one at Whispering Knoll assisted living facility.

Again in my opinion at Whispering Knoll your loved one is treated as a customer as well as a patient. Your loved one is shown respect and treated with care.

My mother who is 94 has been living at the "Knoll" for over two years. She is in the Special Care Unit. Customers in the Special Care Unit are watched 24/7 even about every two hours through the night time.

Below are some examples of my experiences with the staff at Whispering Knoll:

A staff aid noticed my mother's shoes were worn and mentioned it to Nurse Nancy F. who gave me a call. However I was in Florida on vacation. She said "Okay Frank" It will be okay till you return. Somehow Nurse Nancy found a neat looking comfortable pair of shoes for my mother to wear. My mom was wearing them when I returned from my vacation and still wears them. That was totally unexpected.

My mom and I were walking back to the "Knoll" from a stroll when we were caught in a down pour. Nurse Betty K. was on her way home from work in her automobile. She stopped, picked us up and returned us to the "Knoll" on her own time.

A staff aid noticed my mother had dry skin and reported it. Mom has had this condition for a long time and I could never find the right ointment for her. Nurse Gloria mentioned to me an over the counter ointment that should work and sure enough the problem of mom's dry itchy skin was solved.

When Marcy, Nuidia (not sure of the spelling), Jackie, or any staff member sees that mom has special needs they take care of it or I will be notified.

When I call the reception desk which is usually answered by Angela, Cheryl, Pam or April I find they are always helpful.

The food is and always a balanced meal good and tasty. I know this because I have eaten meals at the "Knoll".

Michelle and staff at the recreation dept are always looking towards their customers needs. At times they take pictures of events and send them to me.

The facility is clean inside and out and taken care of by an excellent maintenance dept.

It is a comfort to know my mother is receiving good care 24/7 which allows me to go about my daily life and not worry about moms care.

Please send copies of the above to Hahn and the Nurses Office.

Respectfully


Frank Donofrio