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Ms. Bernice Amboise
Whispering Knoll Assisted Living
62 James street
Edison, New Jersey 08820

Dear Bernice,

In response to your letter and as concisely as possible;

- Attentive and caring staff at all levels, from housekeeping to management.
- Low staff turnover for good continuity of the relationship between the resident and the facility.
- Good food.
- Good activity schedule, both in and outside the facility. The inside activities and visiting entertainment are expecially good for those that can't get out.
- Well maintained facility.
- The facility design is good. The outside front porch is great for everyone who wants to be outdoors during good weather and watch the ongoing activity. The café is a great gathering area for people who like to socialize and not be alone.
- Excellent safety. Quick response to any issues which might jeopardise residents. Also, a quick response to any individual resident needs.
- Great communication with family.
- Great support for the family too when needed.

I don't see any noteworthy quotes here but if you would like me to expand on any of the points let me know.

The one thing I think should be done ASAP is Wi-fi installed throughout the facility so it can be used by family visiting residents. And who knows, sooner or later your incoming residents may be more familiar with computers.

Sincerely,



Herman Reich