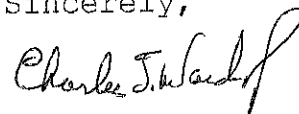


February 10, 2013

To all at Clemmons Village;

My Mother Juanita (Nita) Ward came to stay with you on Valentine's Day 2011. She was immediately considered a family member and well received. She came to love you all and was loved by all of you, staff and residents alike. While with you she received excellent care both medically and personally. Everyone of you went out of your way to help her and to make her feel at home, which is where she was. This was difficult for you due to her medical problems and being so hard of hearing which made it very difficult to communicate. She did not participate in a lot of things simply because she could not hear. Her time with you was one of the better chapters of her life. She was a people person. Me and my family want to thank you for her good experiences with you. We miss her and I am sure you do too, but she is in an even better place now and suffers no more. For this we are truly grateful. I would not hesitate to recommend Clemmons Village to anyone. Again I want to thank everyone for your care especially after she started to decline health wise. I want to thank the sitters for all they did. They worked a lot of double shifts and extra hours after numerous different hospital stays so me and my wife Marlise could go home and get some rest. Thank you. Even house keeping and the maintenance staff made extra visits to make sure she did not want for anything. In conclusion, "well done!"

Sincerely,



Charles (Tommy) Ward