

February 13, 2013

Mrs. Delores Brown  
Executive Director  
The Little Flower Assisted Living Residence  
8700 Lawyer's Road  
Charlotte, NC 28227

Dear Mrs. Brown,

I'm just writing to thank you, Jodi, Nurse Heather and the staff of The Little Flower for the outstanding care and support you provide to my mother. I know I have thanked you in person, but I want to share my feelings in writing at this time because I'm always grateful for the peace of mind I feel when I leave The Little Flower.

Prior to the Little Flower, my mother lived in two other Assisted Living Facilities, due to the progression of her Alzheimer' disease. However, she never stayed longer than six months because either she failed to thrive or the care was not up to par. As a result, I decided that Assisted Living was not the answer and no one could provide better care for my mother than me, in my home.

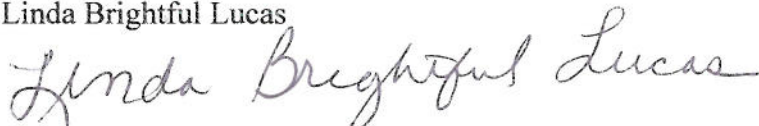
After several months of care giving, I grew very weary and began to feel hopeless until someone referred me to The Little Flower. I remember visiting your office and pouring out all of my concerns. Your response was "We got this!" You said, "We are skilled at handling problems just like your mother's, so you relax and let us take over now". I cried with relief because I felt that you really meant it. Now after a year plus, I've found over and over that you did mean it. The care provided by the staff there has reached far beyond my expectations.

I love how your team is very proactive, if I have a question or concern; it is usually addressed by one of the staff before I even ask. They are great at communicating about my mother's well being and daily activities, and that reassures me that she's getting good attention. Last month I was about to go on vacation and my mother had a medical issue. I was about to cancel my vacation to take her to the doctor when the nurse intervened and made immediate arrangements with the driver to take Mother to the doctor the very next day so I didn't have to change my plans. I was very grateful for that!

Today I learned that many of your staff has been with the Little Flower for over 10 years. Their job satisfaction is reflected in the warm family atmosphere there. The activity director and her assistant do a great job of keeping the residents involved in creative and entertaining activities. In fact, Mother's last two visits to her memory doctor showed improved memory scores. When I inquired about the reason for improvement, the doctor said it's due to the activities and mental stimulation at The Little Flower.

As an over protective daughter, I have comfort in knowing that my mother is in very good hands at The Little Flower which relieves a lot of worries. Thanks again for all that you do.

Sincerely,  
Linda Brightful Lucas

A handwritten signature in cursive script that reads "Linda Brightful Lucas". The signature is written in dark ink and is positioned below the typed name.