

Dear Keith –

Please allow me to send this message to you to share with all Ivy Hall staff.

My Mother, Ada Reardon, lived in Ivy Hall from mid-September to mid-January, after having suffered a major stroke. It was devastating to her and to me, as she could no longer live with me, and needed more assistance than I could give while working full-time.

What could have been awful for us truly turned out to be wonderful, thanks to you and the staff at Ivy Hall. While she was learning to live with her new inability to be independent, my Mom was treated with love, courtesy, and respect by everyone. She was dressed well every day; she was provided showers, hair-washing, and all the personal care she needed. I don't believe she has ever been consistently happy with her haircuts in many years; and a manicure/pedicure was a new delight.

I want to especially thank the Chef and dining/food service staff for keeping close watch on my Mom's very restricted diet, even when she wanted something she couldn't have! Even the residents I spoke to knew what my Mom could and couldn't eat!

I also spent a lot of time speaking to staff and her new-found friends at Ivy Hall, and found that she had touched many lives. I had seen so much kindness during her life at your facility, but heard so much more after my Mom had passed. Each expression of condolence and each hug strengthened what I already knew – in the worst of times, I had found the right place for my Mom.

Thank you for all you have done to help me through all this.

Warmest regards,

Sheryl Dallas