

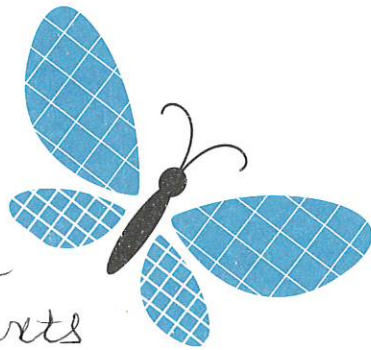
March 27, 2019

To Whom It May Concern:

My name is Pat Heas and I have had the pleasure of working with the late Ellen Carr and presently with Mary O'Brien as a private companion at Dominican Village for the past four years. It has been one of the best experiences I have had in the twelve years I have worked in the field.

The experience begins at the front desk when I arrive. Every one of the women are courteous, pleasant and anxious to help in any way possible. I have also observed them reach out to the residents in any way they can help. They keep their patience no matter what the situation. It makes arrival at the facility a joyful experience.

After the arrival there are activities for residents to get involved in. The recreation staff does an exemplary job.

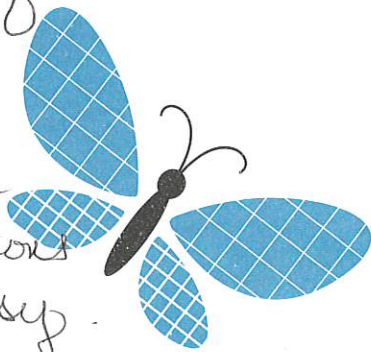


in planning the activities and in carrying them out. They work so hard to provide many varied, diverse activities and many selections for the residents. The imagination in how the present activities is incredible. The ice cream socials, the armchair travel, and the trips outside the facility to restaurants, plays and movies are far beyond any I have ever heard of. The staff is so kind to me and all the residents.

As I write this I keep thinking of more of your employees that should be thanked.

The dining room staff, chefs, servers are always pleasant and patient with residents whether they are taking orders, serving or cleaning up. Residents are asked for input and are offered a vast variety of foods. I myself have liked everything I tried. The staff in the cafe are patient and kind assisting residents in selections even when extremely busy.

I must also commend your maintenance staff. I have had on occasion



times when there were situations needing attention in (both my client's apartment things were always resolved in a quick and efficient manner with politeness and respect for resident.

I have also had the opportunity to meet with Diane about a situation. It was handled with true concern and action for resolution.

As a final thought thanks to John the driver for his kindness and also the beautiful parlor ladies who are so wonderful with all the residents.

Also thank to Sr. Denise for all her pastoral work

If I missed anyone I apologize and I just want to thank all your staff for making this a wonderful year. I am looking forward to many more

Sincerely,
Patreas

