



Rich,

I have been meaning to send this email for months to express my gratitude for your kindness and customer service as it relates to my grandmother, Annabelle Curtis. As you are aware, she wants to maintain her independence in Pennsylvania at the Manor @ Oakridge. At 98, and soon to be 99, her decision to stay in Pennsylvania is not easy for me to manage from two hours away as her only participating relative. However, you have demonstrated that I can count on you to professionally and compassionately respond to my concerns and to treat my grandmother with dignity, patience and respect. You and the team you lead, especially Craig, are more than Holiday employees for us. Rather, you are more like partners and family.

Most recently, I've watched your vigilance during the early stages of the COVID-19 pandemic to ensure the safety of each of the residents. Whether it was hearing you explain the new and evolving safety measures to the residents or implementing progressively stricter guidelines, your commitment was clear.

Your supervisor is copied because I think he should know the difference you make. Again, thank you.

Sincerely, Tina