



Dear Jim,

September 12, 2003

*This is a little note to let you know how pleased I am with the care Mother receives at Lake Terrace.*

*The staff is very professional, yet friendly and generous with the care that they give. As you know, I live in Elmhurst, Illinois and, therefore, not able to drop in to see Mother every day or so. Consequently, from time to time, I have needed to call with small requests for help in meeting Mother's needs. The staff has always responded graciously and promptly. In fact, some staff knowing my situation, have done kindnesses for Mother that have not been requested, thereby easing my sadness about living far away.*

*Mother, herself, has often said, "I can't complain, everyone here is so nice to me."*

*Having Mother live at Lake Terrace has lifted an immense worry from my shoulders and has made me feel like part of the Lake Terrace family. I can never be grateful enough.*

*Joan Bjentik*