

Bayberry Commons

June 21, 2016

181 Davis Drive

Pascoag, Rhode Island 02839



Dear Susan and Staff of Bayberry Commons Long Term Care,

On behalf of my family and myself I cannot thank you enough for the outstanding care you gave my mother, Vivian during her 7 years with you. She truly loved you all.

Thanks to Andrea, RN keen sense in understanding her resident needs, I was called in time to be able to spend the last few weeks of my Mom's life with her as well as being part of her plan of care. Deirdre, APRN was wonderful keeping me up to date on all my Mom's needs. I had wonderful, heart felt conversations with Andrea, Deirdre and Charlotte, RN as my Mom's death drew near. Their compassion and support meant the world to me.

As a Registered Nurse for over 45 years in acute care medical center I had my first glance of care given in a long term care setting. What I saw was exceptional compassion and care by all staff that I encountered. By all staff I mean, all Nursing Staff, Activities, Dietary, Housekeeping, Laundry, Facilities, Support Services, Office Staff, Spiritual Care, Social Services (I hope I didn't miss anyone). You all go beyond to LIVE your Core Values of Compassion, Acceptance, Respect and Enrichment. As I sat beside my Mom I couldn't help but hear conversations between staff and residents. The patience I heard from staff was astonishing. Something they had to repeat themselves over and over again, but never with annoyance. Laughter showed respect and enrichment to these residents lives.

Your activity staff are angels in disguise as staff. Once again Core Values being demonstrated daily. My Mom loved you Jen! Mom so enjoyed her games of Bingo, crafts, and all entertainment. I'm sure you'll miss her crafts at your next bazaar.

I was going to list staff that were so wonderful to my Mom but I'm really afraid to miss someone,

As I read your Vision Statement, my eyes go to the final statement "exceed customer expectations". I can truly say that my Mom's care was exactly that.

Thank you all again for being those very special people in my Mom's life. God Bless you all for what you do daily to change your residents lives.

Regards,

Karen

Anchorage, Alaska