

James and Karolee McLaughlin

September 1, 2019

To: Nina Bennett

Cc: Don Macy, Parker Macy, Linda Berens, Nancy Green, Stephan Bennett, David Dean, Heidi Vucich, Kim Severeid, Carleigh Yeager, Margie Freedman, Jordan Martinez,

Re: AltaVita Independent Living

Dear Nina,

On behalf of the Vernon Sidler- McLaughlin Family, we wish to extend our gratitude for such an excellent place for Vern to live. What an adventure you all are on! *One would never have known that just three short months ago, AltaVita Senior Independent Living opened their doors!*

From the first sight, driving up to the facility, the groundkeeper's care of the rose bushes, the other flowering plants, and the shrubs show impeccable tending. Having a clean swept drive, is readily noticeable as well.

The same can be said for the housekeeping crew. The cleanliness from the sliding glass entrance door to the public restrooms- just sparkle! Vern's apartment continues to look "brand-new" from its bi-weekly cleaning.

Getting all the "bugs" out of the systems is no small order- from hanging the TV's and pictures to fixing that "thing that goes bump in the night". The maintenance staff has been wonderful.

The friendliness of the staff is beyond compare. The phone etiquette; the welcoming smile is so reassuring. Everyone appears to love their jobs- and always has a smile and friendly word whenever we encounter.

How much fun is it to figure out the favorite activities that the new group wishes to participate? (notice I didn't say "easy") Giving the occupants a voice in what and where to go is such a blessing. Vern has enjoyed getting to know the other occupants, especially on the maiden voyage of the wonderfully spacious new "bus-ette" with the fantastic large windows and comfy safe seats! It is an understatement to say that Vern is flourishing in the environment. His loneliness is abating as he acquires new friends.

Perhaps the most grateful that we are is for Chef Stephan and his food service crew. My daughters and I spent long hours searching for an independent facility that had edible food knowing that our father- grandfather would not be efficient in the kitchen. WE ARE DELIGHTED with the menu choices- and are especially delighted that AltaVita is

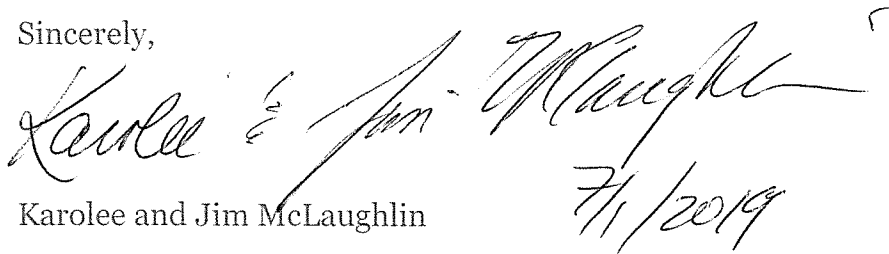
NOT a BUFFET CAFETERIA! We are impressed with the quality and freshness of the food; the execution of meals; the presentation of such meals; and the friendliness of the staff.

Anyone who knows anything about a *new facility* will recognize the “growing pains”- and hats off to Stephan and his crew as they have accommodated the growth from TWO people to over 100 in three short months! The ability to offer multiple menu choices- cook them to order- be consistently delicious- train new staff- plan menus to accommodate the likes and dislikes of the occupants-all the while to “Guess Who’s Coming to Dinner” is absolutely beyond compare! Bravo! Thank you so very much for the long hours spent in planning. We so appreciate you!!!!

We wish to congratulate the entire organization for such a phenomenal “Grand Opening”! What a delight to meet the family and all those involved with the planning and building of this wonderful – miraculous- place!

And Nina, you especially we wish to thank. It was *your* ability to describe the vision of “what could be” and *your* love of people that ultimately led us to sign on the dotted line. We are so unbelievably grateful.

Sincerely,

A handwritten signature in cursive script that reads "Karolee & Jim McLaughlin". The signature is written in black ink and is positioned above the printed names.

Karolee and Jim McLaughlin

7/1/2019

Vernon Sidler #220 Family

PS. Jim says, “Having experienced three years with my parents in another “notable” facility where the food was uninspired and the environment cannot even be compared- we know of what we speak.”