

July 8, 2020

Dear Greenwood House/ Natalia, Activities Director,

I hope you are well. Things have been particularly challenging for all of us during this pandemic and I find that it is very important to stop and review the positive things I am grateful for when being bombarded by so much negative, challenging information. As I am sure you are aware, being unable to spend face to face time with our loved ones at Greenwood House has been very difficult for many family members. My family is no exception. Immediately before the shutdown, we were planning a 91st birthday party for my mother and family members from across the country had already purchased their airline tickets. Needless to say, that family event had to be postponed indefinitely. When my mother tested positive and became severely ill, all of us were beside ourselves with worry. It's been a very tough time.

A little ray of sunshine happened for all of us last Sunday, when Ryan Werthmuller graciously agreed to spend his time assisting my mother to navigate a Zoom call with over 20 of our family members. We were so impressed with Ryan's presence with my mother, his patience and compassionate interaction with her and his ability to make her feel comfortable navigating a Zoom call at 91 years old, (when it is a bit daunting for those of us who are a bit more familiar with technology and significantly younger) . We were a bit concerned that the call would be overwhelming and confusing for my Mom, but Ryan's skillful and compassionate presence put her completely at ease.

I understand that Ryan will be leaving Greenwood House at the end of the month to pursue a degree in Social Work. It is a great loss to Greenwood House and to all of us, but a great gain for the social work profession. I hope you will keep this commendation in Ryan's personnel file and if you are ever contacted for a recommendation that you feel free to refer to it.

We look forward to future family Zoom calls with my mother facilitated by your staff until this pandemic is over and we can visit her again in person. Until then, we hope we are fortunate enough to be assisted by another staff member who is as kind and skillful as Ryan is. Thank you and your staff for all you are doing to keep our family member safe and engaged during this difficult time.

With genuine sincerity and gratitude,

Lori R. Schlosser, daughter of Ida Schlosser