

August 19, 2020

Dear Madam Commissioner Persichilli & Mr. Richard Goldstein,

Thank you for taking time out of your schedule to read and listen to my positive remarks about the treatment I am receiving here at Greenwood House. I am a widowed 93 year old, World War II veteran, and I was living alone when my children thought it was time to look for nice place for me at a long term care facility for me. My children went to various facilities in my local area, and they came to Greenwood House in Ewing, NJ. I was living in Lawrenceville, and they thought this place was the best place for me. And that was the best decision I think they ever made.

I was assigned here at Greenwood House (Room 407), which is where I was introduced to my wonderful aide named Adeline and a great nurse named Nancy. They took care of all my needs and are so very considerate and compassionate. And it is a pleasure when I get up in the mornings because I can see they are ready to take care of me. I also discovered they had other things here at Greenwood House. And of course a lot of what I am describing was before the coronavirus. They have activities committees run by activities staff who kept patients very busy. They exercised the patients, they took them outside for fresh air on the patio, they played bingo, they do many different things, and they did a wonderful job taking care of these people. And then the virus came and Greenwood House instituted and kept up with the rules and lived up to the state's restrictions. They kept the patients 6 feet apart and everyone had to wear a mask and the staff even then continued on to try and enrich the daily activities of the patients with hallway bingo, word games and used the TV system, iN2L, to keep everyone as busy as best they could. Then later on we were allowed to have a family visit, and that was a different type of visit. They were allowed to be outside on the patio while we stayed inside. Today it is again very different since families can come and visit by an appointment, social distancing inside the patio for a visit for about a half an hour. And this is really a treat to see your family and have them come and talk to you.

I also want to share with you my past professional experience. I worked for United States Steel, and I was an accountant and took care of the payroll. I put in 33 years there till I retired. I then went and applied for a position with the State of New Jersey and the Department of Treasury and because of my background they hired me in the pension department. I then worked another 20 years for the Department of Treasury. So I retired from US Steel and then I retired from the Department of Treasury almost till I was in my 80's. I feel fortunate. I contribute everything to my faith in God and I have been blessed. I was blessed with a beautiful wife and beautiful children.

I can say if anyone was looking for a long term care facility (or anyone else in my family) I would recommend everyone come to Greenwood House. I am very happy here and my family made the best decision. Especially with a lot of all the negative press for a lot of other assisted living and long term care facilities that did not have a good reputation. But I never heard anything negative about Greenwood House. I also want to say when the National Guard came and assisted the staff at Greenwood House that was very well handled. They did a lot of assistance directly with the patients and they did

maintenance type things and it was a pleasure seeing them. I talked to them and they talked to me, and I felt assured.

I am fortunate enough to have the most wonderful aides and nurses like Adeline, Nancy and Chanel, and that is the most important thing for people to know about Greenwood House. If you are lucky enough you will come here someday. You will have wonderful people. And I don't know what they teach them, but compassion, respect and personal attention are all the things making it wonderful here for me at Greenwood House.

I want to thank you, Mr. Goldstein; you have been doing a lot and dealing with a lot. And you are doing a good job. I like to keep positive.

Very truly yours,

A handwritten signature in cursive script that reads "Frank McGraw". The signature is written in black ink and is positioned to the left of the printed name.

Frank McGraw

Resident

Greenwood House

53 Walter Street

Ewing, NJ 08628