

**VICTORIA KENT
119 ATKINS AVENUE
HAMILTON, NJ 08610**

July 29, 2020

**Richard Goldstein
Executive Director
Greenwood House
53 Walter Street
Ewing, NJ 08628**

Dear Mr. Goldstein:

I am writing to share my sincere gratitude to the staff at Greenwood House for their dedication, caring and love over the last three years that Bob was a resident. The pandemic though has magnified my deep appreciation to the staff. I observed a lot during the three years I spent nearly every day with Bob. I think my observations of the staff was what gave me the assurances I needed during this time to take comfort in knowing that he would be given the same quality of care. I was sure everyone would do their best under the circumstances. There were also staff members who always gave that something extra to Bob that I want to acknowledge.

The entire Therapy Department whether physical, occupational, speech whatever discipline were all dedicated and caring. I often thought how great it was that they all loved their job!

Therapy was Bob's favorite place to be. Suzanne and Latoya were great to him over the years. It didn't matter

whether they got him on the bike or walked with him they raised his spirits. During the pandemic Suzanne even worked with Bob encouraging him to eat when he didn't want to.

Fabienne was an angel. Over the last three years she has looked over Bob like a friend. She could make him smile, laugh and was his cheerleader when he needed a boost. When I wasn't there she was his hope. I valued her opinion and trusted her to look out for his best interest from the beginning and particularly during the pandemic. When I couldn't be there I knew she would be watching over him as if he was her family. This was invaluable to me and Bob loved her.

Jodi was always there to give trusted advice and to listen when I did have a complaint. She leveled with me back when I was seriously thinking about bringing Bob home to give it a try and bring him back if I had to. I have often thought about how important her advice was to me. Her approach to nursing and strong desire to get things right for her patients and their families is to be admired.

Bob's nurse Carol Owen has been a blessing. He called her "Boss" endearingly. I can't say it any other way but that she genuinely cared for Bob. Nothing was ever too much during the pandemic. When the phone rang at 1 to 1:30 I knew she would have him on the phone ready to talk to me. When he stopped calling on his own this was extremely important to me and I believe to Bob. I also observed her with other residents and always felt she treated them with the same respect. She is compassionate and cares deeply for all of her residents.

Julia Crutchley is a nurse's nurse. Bob nicknamed her "Bubbles." That says it all!! In addition to being an outstanding nurse taking time with each resident to observe

how they were doing she just made everyone smile no matter the circumstances. She always went the extra mile.

Cara Willis in my opinion is the best social worker ever at Greenwood House. I was impressed with her in our first telephone conversation. She is on top of everything. Organized and determined to get the job done always with a very caring approach and open to suggestions as well. It was a pleasure working with her and a relief to know she was handling zoom sessions, outside visitation and all the rest.

Last but by far not least is Ryan W. I didn't know him before the pandemic but always "observed" that the residents he worked with loved him. Well now I know why. During our zoom sessions he was my lifeline with Bob. Bob was failing and needed encouragement for just about everything. Ryan was absolutely the best facilitator. Without him our zoom sessions would not have been anywhere near as good as they were. On Friday the day before Bob died Ryan texted me that he had a few minutes did I want to zoom. I responded sounds good. It turned out to be our best zoom meeting and the last time we would see each other. Something I hold dear in my heart. All because Ryan make that extra effort and took the time. Ryan noticed Bob looking at a picture I sent in for his bulletin board. This reminded me of something I wanted to ask Bob about the pictures. Bottom line we got Bob to speak loud and clear about a picture and he spoke in the same manner and words as he would have before Parkinson's took over. I screamed clapped laughed and told Bob over and over he made my day. Bob gave us a huge smile back! When Ryan found out that Bob passed away he sent me a beautiful text referring to what took place. I haven't responded yet but I will.

**I know it must sound strange but one day last week it hit me that I might just miss Greenwood House. It was our home for three years. A place that was always welcoming. **

Very truly yours,

Vicky Dent