

Jan. 18, 2010

Ginger Kennedy, Administrator  
Heritage Hall  
Clintwood, Va.

Re: E. Jane Reid

Dear Ms. Kennedy:

The New Year is a good time for me to thank and commend the staff at your Healthcare Center. And, the New Year is a good time to remind you and your staff of the good you/they do for others and to thank them for the hard work and outstanding care they give to others (their patients/clients); and, what they have done for my sister, Jane. Please share this letter with your staff.

I am talking about "all" of the staff there, from Alice Sanders, Jerry Scardo, the therapy/rehab people Shanna, Elizabeth, the Director of Nursing Raner Kincer, Kim, and all of the people at the nursing station, to the courteous telephone reception given by Eleanor. And many other people, and the medical doctors whose names I do not know. "Everyone" that I have dealt with there has been professional. And the staff are kind, and compassionate. They have been that way with Jane and have been nice and helpful to me. The genuine kindness your staff has demonstrated is an extraordinary thing. They are all good at what they do. They are concerned about their patients. It is clear to me that the patient is their No. 1 concern and priority.

My sister, Jane, was close to death (per the doctors at the hospital where she was) when she came to your facility at the end of August, 2009. It was a sad thing. I did not know what would become of her. If she would make it or not. My heart was broken. Then a miracle happened. "Your" nursing home took her in and gave her a chance (something no one else would do). I feel certain she would not have made it had it not been for your rehab center. You saved her. You gave her back some quality of life.

The attention, care, patience, love, and therapy that the staff gave saved her. For two months they did extensive rehab, which helped her immeasurably. I never thought she would walk again or eat properly again. She is now in a wheelchair, and has learned to get around in it; but, she also gets in her walker. All of this thanks to the rehab and restorative program you have. She was not eating, and is now eating and has gained weight (she was skin and bones); she has not had any urinary tract infections (which previously she had repeatedly); she is kept clean, she hasn't even had a cold. She is talking (she was not doing that much either). They have given her compatible roommates, which gave her friends. Medically, she is evidently being taken care of properly in that regard. She is better mentally. I can tell from talking to Jane that she is happier than she has been in a long, long time. In addition, the staff also worked with me and my sister Lana and took into consideration our thoughts.

I want to thank your Center for taking Jane at a time when no one else wanted her or would help her. You gave her back her life. And the staff has treated her with dignity and improved her quality of life. Your staff has helped Jane, and I would say many others.

Also, what you have done for Jane has helped me, and my sisters (Jane's sisters). I was so worried about Jane, and what you have done has lifted my spirits from the grave concern I had for Jane. You have given "me" and my sisters relief, and it has helped me not worry about her so much. I "know" that she is being taken care and is getting the "best quality of care." Her life has improved. All of this helps me have peace of mind.

Thank you all.

Sincerely,



Ann Marie Sudduth

Fresno, Ca.

C: 559-289-6439