

October 20, 2015

Dear Spring Arbor of Greensboro:

This letter is long overdue. I cannot begin to express how much you have meant to my family. My mother, Judy Jones, resided there 3 times over the span of several years. In our opinion, our mother did not represent the "typical" assisted living resident. Due to health concerns and acceptance issues, the transition was difficult for us. Coverage by long term care insurance also complicated our decision making. However, the support and guidance you provided helped make a difficult time the best it could be. She was always accepted and welcomed. As her needs changed, accommodations were always done willingly and proactively. Making the most of her quality of life was a priority. Most of all, when I left her at the end of a visit, I knew she was in good hands and she was safe. You provided better care than I could have.

The staff at Spring Arbor is amazing. I cannot say enough about the nursing staff, front desk, office staff, management, maintenance and the cleaning staff. Each person played an important role in my mother's care. My mom was such a "people-person". I truly feel that much of the improvements seen in her earlier stays were due to being surrounded by such wonderful people. As her condition progressed, Spring Arbor was where she wanted to be.

Words cannot express how much we appreciate everything that you did for my mother. We are truly blessed that Spring Arbor was a part of her life.

With much appreciation and gratitude,

A handwritten signature in cursive script that reads "Angela Pierotti". The signature is written in dark ink and is positioned above the printed name.

Angela Pierotti
Judy Jones' daughter