

Dearest Friends,

Mom and I wanted to express our deepest thanks for the wonderful care all of you provided my Aunt Florence during her stay at Oasis.

From the day we first toured the Oasis, we knew that we had entered a special place. Every person we met was so friendly, knowledgeable, and genuinely invested in the care and wellbeing of all the residents. It felt warm and welcoming, more like a home than a facility.

We had thoroughly researched Oasis and Dodge Park, as well as many other assisted living facilities. We were impressed by the high ratings, awards, and glowing reviews. We were encouraged to contact the families of residents and ask questions and invited to drop by anytime to see how the residents spend their days. We decided to place Aunt Florence in your care after interacting with your staff and observing how they so professionally and lovingly cared for the residents.

I remember being amazed at how quickly everyone knew my aunt's name, her special needs and even her favorite snack. The staff treated her with such tenderness, humor, and compassion. We knew she would be safe, and more importantly, loved at Oasis. Knowing this eliminated so much of the stress and worry we had been experiencing throughout the process of her transition to assisted living.

During her stay, you offered us the gift of peace of mind. You were constantly in touch with us for any updates on her health and well-being. You gave us the ability to work, and even travel, without having to worry about her safety. The medical staff kept us well informed about her health and helped to create a balanced system of therapies to improve her quality of life. We have never met a more professional, dedicated, and compassionate nursing staff. You created so many opportunities for us to celebrate the holidays and special occasions with Aunt Florence. We have especially fond memories of the outdoor barbeques. Those were Auntie's favorite!

Teresa held our hands as we walked through the maze of state requirements and meetings. This helped make Aunt Florence's transition to Oasis so smooth. Your care givers not only took excellent care of her physical needs; they listened to her, hugged her, made her laugh, sang with her, danced with her, and made her time at Oasis so enjoyable. Your custodial staff made sure that her environment was comfortable and safe. Your chef and the culinary servers created the most delicious (and healthy) food for her to enjoy. She always told us when we would eat together for a Holiday, or a barbeque: "You know, this is my favorite restaurant! We have to come back here again!" It is obvious to us that for your employees, working with patients is not just a job, it is a calling.

Thank you seems so small a phrase to express how much your care and attention of our Aunt Florence meant to our family. Please know that we offer it from all hearts, to all of you.
YOU ARE THE BEST.

Sincerely, Nancy and Susan Kezer

A handwritten signature in black ink that reads "Susan J. Kezer + Nancy J. Kezer". The signature is written in a cursive, flowing style.