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January 19, 2011

Usha Villarreal, RN  
Golden Coast Senior Living  
18600 Los Leones Street  
Fountain Valley, CA

Dear Ms. Villarreal:

As I write this, mother is still under hospice care. This is to express my sincere appreciation for the care provided to my mother, Joan Tess Smith, during her short stay at the home on Los Leones. During her time there, she was happy and contented. I was pleased to see that she was thriving and even beginning to speak. Having homemade food, prepared by Naina was clearly a pleasure for her. She was treated kindly and with respect, nurtured and given support.

Naina and Adelle create an environment of love, joy, caring and grace which makes the lives of the residents as pleasant as possible. They each worked with mother, as much as possible, to help her get over her fear of showers, always trying to cajole her and make her more comfortable. In spite of this, poor Adelle was scratched, and still he gave her good care, kindness and little kisses, which were so sweet. Naina said that she was just beginning to understand what mother liked and didn't like when the stroke happened.

Each day, as I sit with mother and the nurses from St. Michaels Hospice, the nurses tell me that, in their observation, Adelle and Naina are very good and that they provide excellent care to the residents. I agree. Please accept my deep appreciation for the special place you and your team have created for your residents. I feel confident that mother had the highest quality of living she could have before she was struck down by the massive stroke.

Gratefully,

Charmaine Stouder