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Limor Ness
Director, Recreation Therapy
Garden Crest Convalescent Hospital
909 Lucile Ave,
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January 10, 2011

Dear Ms Ness,

I just wanted to let you know how impressed and grateful I am for what the facility did in providing the wonderful Family and Residents' Christmas Party back on the 20th of December. My mother, Grace Ishitani, has been in several facilities here in the Northern East Bay area where I live and none had provided such a beautiful, caring and entertaining time as Garden Crest. Everything was done so well. The food and its abundance and preparation were fabulous! I was sorry to hear that the kitchen supervisor had suddenly and so recently passed away. It only added to my appreciation of what and how well the food/kitchen staff can follow through. I was also sorry that it was mainly the family members who were able to see the beautiful table laid out rather than the residents themselves. It was very impressive.

The table cloths and table decorations gave such a warm and welcoming touch, which I think, helped make the residents and family feel so very special at a very special time especially when this might be the only time that family members can spend with their loved ones during the holiday. And what wonderful activities and entertainment!! The gentleman who sang and performed was excellent, not only in his performing but in his manner. He seemed to really care and enjoyed being there. He didn't seem to have a set agenda but was happy to accommodate any requests and was willing to stay as long as it made the residents happy.

I can't say enough about Jackie, the activity person. She is such a caring person. She is Santa all year long! On the telephone my mother would always talk about Jackie and how much she liked her and what a helpful person she is. Seeing her in action on that day and the other few times I've been down for a visit, I can easily see and understand why my mother feels the way she does. Jackie *knows* each resident so well and seems to know exactly how to handle or relate to each one. I know a number of the other residents and their families feel the same. What a gem you have with her.

My mother and my entire family are very grateful for the wonderful recreation and activities provided for the skilled nursing residents. A very sincere Thank you!!

With much appreciation,

