

[REDACTED]

My brother, Bernie [REDACTED] was a resident at Cold Spring for approximately one year. I don't believe he was your typical resident - he was only 63 years old, stricken with emphysema, diabetes, pancreatitis as well as depression. He was 5'9" and his average weight was only 110lbs and was dependent on a feeding tube for his nourishment. Because of all his afflictions he was basically bedridden. Bernie recently passed and as I reflect on his time there, I feel compelled to recognize three professionals within your organization who made a difference in his quality of life.

Carol, Bernie's physician assistant, is an example of a true professional who possesses the right combination of skill, attitude, and compassion. Once Bernie grew accustomed to her approach - straightforward and practical, he learned to trust her judgment and his health situation improved somewhat but unfortunately the inevitable caught up with Bernie. Carol scheduled several team meetings and all the people that could make a difference were in attendance. She presented her medical strategy to Bernie in layman's terms and she and I worked in tandem to get Bernie's buy-in on all changes to his medical and dietary treatment.

Maureen worked diligently to execute the plan and has an incredible sense of compassion. Whenever there were issues that needed to be addressed, they were resolved expeditiously and effectively. Her actions insured that Bernie's quality of care was the best possible.

Dave attempted many times to get Bernie to participate in physical therapy. He did not succeed but it was not due to lack of his persistency or his upbeat personality. Unfortunately Bernie did not possess the physical or emotional stamina to take on that challenge. When Bernie's condition took a turn for the worse, our family purchased an electric wheel chair for him. Dave gave me suggestions in purchasing one and assisted in delivering the chair to Bernie, which unfortunately he never got the opportunity to use.

I tried several times to write this letter but the memory was too sad and the words did not come easily. I know I have no choice but to move forward but did not want to miss the opportunity to thank the three of you for your dedication to your profession, which you cannot put a price on.

Godspeed ,

Linda [REDACTED]

[REDACTED]