

October 21, 2013

Dear Mr. Cyr -

This letter is long overdue. Please accept my apologies for waiting so long to write you this message.

I was a patient there for three weeks beginning mid-August of this year. I'd been in hospital for three weeks after two episodes of respiratory failure. I am now 48 years old. (In fact, I celebrated my birthday at Caribou Rehab!) I was in bad shape when I arrived at your facility.

Physically & emotionally I was a wreck. But I have to tell you, your staff saved my life. Linda Pooler became like my sister yet she wouldn't accept any praise I tried to give her, so I'm giving it to you. The CNAs became my best friends. I've had pressed to single any of them out as better than any other, but Desiree comes close.

Then there were the house-keepers, especially the one I called "Rhode Island" due to her accent. Always smiling, always polite, always considerate. All of housekeeping



was that way. I've never seen a cleaner facility, and as an RN, I've seen lots of them!

The point is, Mr. Cyr, that your staff went way above & beyond just doing their duties. They were my friends, they became my family. A special thanks goes to Candy & Brian and the rest of the PT/OT staff. They wouldn't give up on me even when I didn't want to try. The kitchen folks need a very special pat on the back for putting up with my finicky palate. My appetite was awful, and I just couldn't eat most of the time. But they would always find me something.

I could go on & on, but I think you get the picture. I knew I needed rehab, and I am so very glad I was able to go to Caribou Rehab & Nursing. I almost didn't want to go home! I felt like I was home already.

Thank you.

Sincerely,

Besa S. Shood