

From: The Family of Leonard L. Doell
c/o: Roger and Marie Doell
110 Dorington Rd.
Rochester, NY 14609-2953

Tel/Fax: 1 585 288-2317
E-mail: rmdoellpineapple@hotmail.com

To: Heather Heights of Pittsford, Inc.
160 West Jefferson Road
Pittsford, NY 14534

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February 18, 2010

Attn: Laurie Clark, Administrator

Re: Enclosed Donation for the Music Fund of Heather Heights of Pittsford, Inc.
In Memory of Leonard L. Doell

Dear Laurie:

Our family believes that this donation serves multiple purposes.

1. It acknowledges our appreciation for the outstanding care Heather Heights provided for Dad.
2. It helps in the continuum of the recently accelerated entertainment program.
3. We also understand that it may be used for assisting residents whom otherwise might not have the financial wherewithal for outside excursions.
4. Last, but in many ways, the most important, it recognizes **Laurie Clark** for the team she has assembled at Heather Heights.

Heather Heights Team

Our family cannot fully express in words the gratitude we have for the Heather Heights Team. We knew from the moment we turned into the driveway that **Heather Heights was and is special!**

At our initial meeting with Ronnie Hurley, her infectious smile, body language and professionalism immediately put us at ease. While touring the facility with Ronnie, we were overwhelmed by the greetings from residents and staff. It also appeared to us that Ronnie knew every resident by name. It is also important to note that Ronnie informed us of the availability of weekday transportation, to and from Heather Heights. This was a major selling point, especially for Ma, as it allowed her to be with Dad during the week. Ma continually informed us of how wonderful and polite all the drivers were.

The ability of Michelle Kennison, R.N., your Nursing Staff, and Patient Care Techs to communicate with Dad, family members, Visiting Nurse Service (Hospice) and doctors was magnificent. Whenever we had concerns and/or needed assistance for Dad, "the team" was right there. There never was an occasion when your Nursing Staff or Patient Care Techs failed to assist us.

The ambiance of your dining facilities is matched by the quality of both your food and "wait staff". The meals continually deserve an A+. The requests we made, and still make, for the numerous family parties were, and still are met with a smile. The "we can do" attitude of Sheila Van Laeken and her staff is "outstanding."

We were and still are continually impressed at the enthusiasm of your recreation staff led by Leo Calabrese. They provide an infectious attitude that is essential for the success of any care facility. The decorations they create for all occasions present a warmth that brings a heartfelt feeling of joy and excitement to everyone.

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Attn: Laurie Clark, Administrator

Re: Enclosed Donation for the Music Fund of Heather Heights of Pittsford, Inc.
In Memory of Leonard L. Doell

Laurie Clark

Laurie, your "open door" policy towards residents, their families and friends and staff is a reflection of your caring and positive management style. We marvel at the team concept you have instilled at Heather Heights. When an unexpected situation occurs, we have watched as you and your team (regardless of job title) "pitch in" to get the situation at hand under control.

On Dad's last day at Heather Heights, we will always remember you holding his hand and singing, "Amazing Grace." That moment will be forever etched in us.

We were again blessed by your presence and solo at Dad's Memorial Service at Christ The Good Shepherd Lutheran Church. You held the entire congregation in the "palm of your hands."

We were honored to have many of your staff and residents in attendance at Dad's memorial service. This too is a credit to your leadership .

There was an incredible bond that developed between staff, Dad, family and his many visitors. This bond will be remembered by all of us! We believe that God sent Dad to Heather Heights so that he could have the Heather Heights "guardian angels" around him every day.

To us, family is more than blood, it's about people who care with all their hearts and souls. Therefore, literally from the first day, we have included you and all the Heather Heights Staff as part of the extended Doell Family!

Thank you and God Bless All of You.

Sincerely,


The Family of Leonard L. Doell/mtd
Enc.

Cc: Mark Hamister, Chairman and CEO of The Hamister Group, Inc.
Cc: Kay Dekker, Regional Director of Operations – Health Care and Compliance