

May 1, 2010

Mr. Gary Pelton
Brompton Heights
275 Brompton Road
Williamsville, NY 14221

Re: Frances Recktenwalt- Many Thanks

Dear Gary:

I am sorry that it took me so long to write to you. I have been busy attending to wrapping up my mother's affairs. It is difficult to express in words how grateful I am for the wonderful care you and your staff provided to my mom.

My mother called Brompton Heights home since 2001. Over the years she made many friends there with both the residents and the staff. In turn she was shown love, kindness and caring. With living so far away, it was always a comfort to me knowing that not only was she receiving excellent, professional care, but also affection and kindness. I know that many of the staff and residents held a special place in her heart, too.

I am especially thankful for the extra special care you provided to my mother during the last six months of her life; after she was diagnosed with non-Hodgkin's lymphoma. It was a very stressful time, full of doctor's appointments, fear, ups and downs and lots of tough decisions. I was very comforted knowing that you were looking out for my mom and dedicated to making sure that she made all her appointments, including the radiation. I am also very grateful to the staff that helped make that happen.

Please pass my thanks to your staff, and let me know if there is anything I can do.

With sincere thanks and appreciation,

A handwritten signature in cursive script that reads "Mary A. Recktenwalt". The signature is written in black ink and is positioned above the printed name.

Mary A. Recktenwalt