

June 14, 2010

To Whom It May Concern,

My great-aunt, Viola Jackson became a member of the Lynbrook Bristal in January. After visiting many facilities, we decided upon the Lynbrook location. It was an extremely difficult decision for me to make as I was somewhat in denial about my aunt's needing an assisted living setting. However, Judy Piazza was a determining factor in my choice. She is extremely knowledgeable and has a great camaraderie with the residents. This was evident the first time I met Judy.

My aunt and I decided on a one room apartment. Her transition to assisted living was not easy coupled with the fact that her Alzheimer's was progressing. Once again, I was somewhat in denial about her needing extra care. She went on a downhill slide with her Alzheimer's and required even greater care. The Wellness Department was always very helpful and responded to all my requests. After a brief hospital stay, the doctor informed me that she would need a nursing home. That was unacceptable. I called the Bristal and was told there would be room for her in the Reflections unit. However, a bed would not be available for a few days. During those few days, I hired additional help with the assistance of the Wellness Department. I was becoming very anxious about her being in her room at night. David Zak realized my anxiousness and did everything he could to accommodate me. He was kind enough to have my aunt in the Reflections unit during the day and as soon as a bed became available, they moved her in. The custodial staff granted all my requests and she was moved bed and baggage into the Reflections unit.

I could not be happier with my choice. Shenequa as well as all the other women up in the Reflections unit are wonderful. Shenequa calls me when I need to purchase something for my aunt and whenever I call the unit, time is taken to respond to my requests. Every time something comes up, I am notified immediately. The staff knows who I am and I am greeted warmly when I walk in the door. My aunt is known to the staff both on the Reflections Unit and in the main areas and is addressed by name.

Although, I only mentioned a few names in my letter, rest assured that all the staff members at The Bristal are wonderful. I am very happy with the choice I made for my aunt. I am so grateful that there is such a special place for her to live. The decision to move a family member is a difficult one but when you know you made the right choice, you can sleep easier at night. Thank you for helping me and my aunt make this transition comfortable and much less stressful.

Sincerely,

Renee Sabbagh