

September 9, 2004

This letter is in recognition and support of the loving and professional care offered by the Cambridge Manor staff and management. My experience with Cambridge Manor was through my mother who was in her seventies at the time of her care. She had lived with me for five years and was very independent while at home, able to care for herself and physically capable of handling stairs or playing catch with my son. As her clarity of thought processes began to wane due to the onset of dementia, I knew it was time to seek more regular care for her than what I could offer on a daily basis.

I investigated many care options available in my area of North Fulton, ranging from full-care facilities to at-home care. My mother was very much a home-body now that she was older and it was important to me and my siblings to find care that would not inhibit her lifestyle, but rather enhance her way of life as it took its natural course. This was a difficult decision to make and, with my sister and brother out-of-state, it was an even heavier choice to make for the family. I was not satisfied with any of the facilities or care plans I had seen until I was introduced to Cambridge Manor. The moment I had my first conversation with their management, I had a very warm feeling about the organization and knew it was worth pursuing. They, in turn, were interested in meeting my mother prior to making a decision as they were concerned about keeping the atmosphere at the home consistent for the current residents as well. This gave me an immediate impression that this was not a normal care-giving environment and after thorough follow-up, we decided to make this my mother's new home.

Upon my mother's arrival at Cambridge Manor, she was immediately taken care of. Her comfort was their first concern and I never feared that she would be ignored or avoided as often happens in other full-time care facilities. The home itself exceeded our expectations for living space as it offers the feeling of a natural home, not a tiled hallway with generic bedrooms and industrial amenities. The meals are all prepared to diet specifications and served in a quaint kitchen setting. The daily care offered by the staff is professional, yet respectful and personal. There is always an open line of communication between the family of the resident and the Cambridge Manor staff. I always felt as if I was visiting my mother at her home rather than a "facility".

The amount of gratitude I have for the folks at Cambridge Manor is immeasurable as they took on the care for my mother when it exceeded my own capabilities. I highly recommend Cambridge Manor to anyone who has a family member who requires extended care, but they do not want to surrender the pride of their loved one to just any general care facility. Please do not hesitate to investigate other facilities, though, in order to truly appreciate the decision to choose Cambridge Manor as their future residence. If you have any further questions, please ask Cambridge Manor for my contact information.

Sincerely,

A handwritten signature in cursive script that reads "Alexis Nicoletta".

Alexis Nicoletta