

20 April 2016

**Ms. Sharon M. Mattia, Director
Charlotte Hall Veterans Home
29449 Charlotte Hall Road
Charlotte Hall, Maryland 20622**

Ms. Mattia:

My family and I often reflect on my Father's final year of life. We all agree that the care he received at Charlotte Hall was so very special and we are so indebted to you.

It is never an easy situation but the staff at Charlotte Hall gave him all of the loving care that made his final year as joyful as possible. He was treated like the hero that we all knew.

We would especially like to thank several of the staff members. Nurses Becky, Ann, and Rosemary took such GOOD care of him and were always available for any of our multitudinous questions. They were always so very optimistic and a pleasure to be with. They are blessed with having a surplus of patience -- thank goodness.

Stephanie (admissions) was so good to our family. She guided us through the whole process with a great deal of aplomb. I don't know what we would have done without her.

Stephanie (Tech) was my Father's buddy. Her degree of caring was so obvious and so appreciated.

Miss Mary (floor staff) -- what a buoyant personality. I especially looked forward to seeing her. She has a way of putting a smile on your face.

Debbie (cafeteria) is a very hard worker. She was always so cheerful and a delight.

Heidi (receptionist) had a way of putting us at ease when we entered the building. Her lighthearted bantering was a true joy. It helped 'take the edge off' of our worries after our long drive with not-so-good anticipations (about the state of his health).

There are so many other members of your wonderful staff I could go on-and-on.

We thank you from the bottoms of our hearts for everything you did for my Father. **He could not have been in better hands.**

Please tell your staff how much they mean to us.

Thanks again and God bless.