

**“Assisted Living Well has revolutionized resident care in an assisted living environment.....Assisted Living Well is by far the finest”** –Roberta Kilcup. RN with 30 years experience

*THE FAMILY OF ROBERT W. BROWN*  
October 3, 2007

Assisted Living Well - Compassionate Care  
271 West Pasadena Road  
Millersville, MD 21108

Dear Friends,

Thank you just will not cover the gratitude we feel for the wonderful environment you and the entire staff at Assisted Living Well - Compassionate Care provided for our father, Bob Brown, during the last months of his life. He loved living there, a fact he repeated often to all of us. There are many reasons why we also liked Assisted Living Well so much, but these are the most important ones.

First of all, the layout of the facility is perfect. Over the years we have seen a number of assisted living facilities, and Assisted Living Well is by far the finest. The layout of the facility shows that a great deal of thought and planning went into it. It feels like a home, not an institution.

The location is also perfect. Our father started his military career in the horse cavalry, so having the equestrian center behind the property provided him a great deal of enjoyment. When he first got there we spent hours out back with the horses.

The food planning and preparation is second to none. Our father lost his sense of taste and appetite and really could not enjoy the food to the fullest, but that did not stop the chef and his staff. They did everything they could to spark his appetite, offering to fix anything that would be tasty to him. Those efforts never stopped. We had occasion to enjoy several meals there, and the food is excellent. We have not witnessed such quality and variety of menu in any other facility where a relative has resided.

But perhaps the most outstanding characteristic of Assisted Living Well is the excellent care given to the residents. We know that our father could be demanding, but he never had anything but the highest praise for the care he received. He loved the staff, and from what we hear they returned that love time and time again.

When it became apparent that the end was near, Hospice was called in so that specific care, over and above that allowed within assisted living, could be provided. Three Hospice nurses visited our father at different times. Each Hospice nurse commented on the superior care that our father was getting from the Assisted Living Well staff. It is our belief that he could not have received better or more loving care anywhere else--period. Our father died peacefully in the room he loved, surrounded by the people he loved. One cannot ask for more than that.

In summary we believe that the name of the facility--Assisted Living Well - Compassionate Care--says it all. The residents live very well, indeed, in a home-like environment; and the care they receive is most compassionate. If your goal is to revolutionize resident care in an assisted living environment, you have achieved it. We will be forever grateful to you and to all the Assisted Living Well staff.

Our very best wishes to all of you,

Bruce Brown

Roberta Kilcup

**Open daily for tours by appointment**

**410-315-8807**

Ms. Kate Krauss  
Director of Marketing  
Assisted Living Well  
Compassionate Care, LLC  
271 West Pasadena Road  
Millersville, MD 21108

**RE: Resident Guest Room Termination (Room 131)**

Dear Kate:

The Layton family has truly been blessed to consider ourselves part of the ALW extended family for the past six months. With Mom's change in health, and family meeting with Mary Ann Bleeker, Social Worker for Hospice of the Chesapeake we have decided that it is time to move Mom back home for her final transition. At this point, it seems Mom's heart is in a steady decline and we have decided to honor Mom's one final wish, to return to her beloved home in Ferndale.

This has been a very difficult decision as we have watched Mom "blossom" under the loving care she has received at ALW. From her medical and palliative care to the social activities, every day has been filled with fun and friendship. Please know that we leave not with any regret (except the very fact that we are departing) and we wish to thank your entire team for allowing us to be part of this unique home. The facility itself is lovely, but it is truly unique because of the dedicated professionals that create the entire ALW team.

We are planning to move on the afternoon of **Thursday, July 7**. This letter represents our 30-day notice of moving from Room 131. Enclosed is our check #2346 in the amount of \$4,673.00 in payment for July 2011. Please extend our sincere thanks to Jeanette for maintaining the Basic Services Fee. Should we be eligible for any other discount, we would greatly welcome the surprise!

Kate, there are few team members that I would like to mention that have truly made a difference in Mom's life. First and foremost, thank you for working with us so diligently and patiently last year! Sandy Marshall has also been a steadfast guide for me personally with regard to Mom's health.

Med Techs Peggy, Kimberly and Courtney have truly impacted Mom's health directly, in such a positive manner. Peggy's love and devotion to all of her patients is incomparable. Even the mention of her name makes Mom smile.

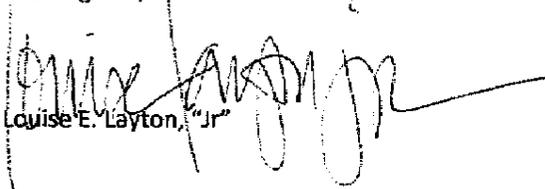
Both Kimberly and Courtney were instrumental in life saving management for my Mom in addition to their daily quality care. Kimberly was with me every step of the way when Mom's heart beat was so atypical she was in heart failure. Her composure, professional care and responsiveness are truly responsible for Mom being with us today. She is an instrumental member of your team! Courtney too, recognized that Mom was not well after being sent home from the hospital. Her quick assessment and plan of action helped us catch pneumonia early. Other members of your Med Tech team that have provided a loving watchful eye for Mom include Danielle and Debbie (from the night shift). They too have provided such great care for our girl!

One additional team member that I would like to highlight is Andrea. When I think of Andrea, the word patience is foremost. Add to that her lovely sense of humor and you have a glowing asset to your team. Having participated along with Mom in all of the activities, it is amazing to watch how the residents all respond to her!

Please know that the entire team has been wonderful from housekeeping to facilities to dining staff. Chris and Carl have truly made every meal to please. I know because I dined with Mom often and my waistline proves how much I enjoyed every meal!

Thank you for a wonderful experience these past six months. Should you ever find the need for a reference, please do not hesitate to call upon us. And, I hope you don't mind that I return to visit with my new friends.

Best regards,

  
Louise E. Layton, Jr.