

January 5<sup>th</sup>, 2021

Dear Rachel,

This is a note that I have thought about writing for many months. I have spent so much time thinking about what I should say and what I wanted to say. It is a simple message ~ thank you, thank you for your leadership at the Wellings and particularly for your kindness and support as my parents navigated this most difficult time in their lives together in the Wellings community.

I am not sure entirely clear about what the vision for Wellings was at its inception, but I have observed the deft and sensitive way you have accommodated the residents and their multitudinous needs. The grace and understanding that you and your staff have exhibited as residents either demanded or requested things that probably exceeded your initial mandate is remarkable and I wanted you to know that it has not gone unnoticed.

From the universally helpful and generous engagement that residents receive from the concierge team, to the cheerful and delightful cleaning staff who work so diligently to keep Wellings so sparkling and beautiful. From the friendly assistance offered to the residents when repairs or small problems are encountered in their apartments or the effort that the kitchen staff make to satisfy the dining interests of everyone, the response is always concerned and positive.

Over the years that my parents have lived at Wellings, the interest and ability to adapt and address the changing needs of the residents has guided the daily operations very successfully. But, perhaps more important than this, is the extra programming and entertainment that you have provided (from within your own team especially ☺) to keep the spirits buoyed and your efforts to connect to the wider community. These extra efforts have been particularly important as the pandemic eroded the usual ways that people gathered and visited with each other.

On a very personal note, I want to thank you and your team for the warmth, understanding and attention you have paid to the requests and needs of my father (while he lived at Wellings) and my mother currently. I told Mum the other day that Wellings is her community now and we as her family are wrapped around her in her community. She liked this thought and we do too.

Thank you to you and your wonderful team Rachel.

Jane (Wmenberg)

