

Janice

November 2, 2020

I am pleased to write this letter regarding my experience with Silverado Tustin Hacienda's care. I brought my mother to live here on November 14, 2013. Navigating this journey is difficult at best, as you know, on so many levels. Silverado's caring team paved the way, and continues to provide experienced advice and loving care, as well as the creation of many fun and wonderful memories.

Before selecting Silverado, I researched many types of care. I am grateful that the Silverado team leaders were informative, patient with my questions, and welcoming. I appreciated their joy as much as their dedication to the residents' well-being. I chose Silverado, and to this day, I know I always have a listening, experienced, compassionate ear, just as I felt before signing any paperwork.

Walking around the community, I often see the Silverado team dedicated and hard at work. I see how they interact so skillfully with residents and I am impressed. Their job is a huge labor of love, exemplified in 2020 as they fulfill their remarkable roles as essential workers. They recently helped my mom recover from an especially difficult time when she and others in the community came down with COVID. They were proactive to begin with, and they continue to keep the Silverado community safe.

Silverado's philosophy, their many services and activities, and their physical layout and comforts meet and exceed my mother's needs. I chose to have their UCI physician director as my mother's doctor, and this has worked out well. She makes regular rounds in the community and checks on my mother. She twice had to be hospitalized, and Silverado's nursing team were instrumental in making that a smooth process. When my mom needed to see a specialist, Silverado assisted with transportation and other logistics. For certain procedures (e.g. scans), they can conveniently administer them on site. I've also had a few insurance issues, and they have helped resolve them by communicating quickly with the insurance company. A required care plan meeting is held with leadership and me every six months to discuss my mother's care. However, our ongoing communications and their accessibility are such that there are no big surprises. But I appreciate their summaries and opportunity for discussions nonetheless.

I also greatly appreciate everyone's particular expertise at Silverado, as well as their educational approaches and events, and their weekly entertainment and social activities (the monthly calendar is full of a variety of activities). It's nice that they do not charge extra for a meal delivered to my mom's room – which I feared she was going to prefer even if she wasn't feeling well. But I was relieved to see that she enjoys eating in the dining areas with others instead.

Silverado welcomes families at any time, and they also offer complimentary dining, beverages, and snacks. This was pre-COVID, but I'm sure they will work out best practices when visitors are once more welcomed inside. I have dropped in on art activities, games, singing, movies, etc. We are often invited to special events (luncheons like the elaborate summer luau luncheon, educational seminars, support group restaurant dining, holiday festivities, musicians, family night updates, wine and cheese events, etc.). The team pitches together often to host these special occasions. I remember my mom's first birthday at Silverado – they surprised her by baking a beautiful birthday cake. She never was one to fuss about birthdays. I still remember her smiles from the celebration they created for her. These moments are priceless.

One of the most helpful aspects in making my decision was talking to many people, not just an organization's directors. If you have questions, please feel free to reach out to me. The best way initially is via texting my cell phone above. I look forward to talking with you. Best wishes,

Janice