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September 27, 2011

Dr. Surinder M. Ahuja  
Chief Medical Officer  
Glengariff Healthcare Center  
141 Dosoris Lane  
Glen Cove, NY 11542

Dear Dr. Ahuja,

On Wednesday, September 21, 2011, I left your wonderful facility to continue my recovery from knee replacement surgery at home. I'd like to say a few words about my experience at Glengariff, my view and comments about your awesome staff.

I entered Glengariff on September 9<sup>th</sup>. My room, 217, on the second floor was incredibly clean and neat and remained so for my entire stay. The gentleman who saw to the cleanliness of the room was polite and greeted me by name when he saw me. His efforts on my behalf were greatly appreciated.

Your entire staff were standouts, from Reception to Physical Therapy. There are some I'd like to mention specifically. First I'd like to mention a young man named Mario. I met him only once, the Saturday before I left, and found him extremely helpful and caring. This young man did his job extremely well with a grace and air of experience one would expect of a more seasoned healthcare worker. My thanks to him.

Next, my thanks to Martine, a beautiful person. She was an angel. She always wore a lovely smile and did her job with a warmth I will always appreciate. There was nothing that was too much of an effort for her. She went the extra mile for me and I'm sure she goes the extra mile for all of your patients. Rate her terrific.

My thanks to Vivian, the woman on the overnight shift. She was there with my pills each morning at exactly 5:00 AM. She was there 15 minutes later to set me up with my knee bending machine. She was always business like and highly efficient. She made me feel secure because of her efficiency.

My thanks to Renee. She was there to solve any problems and to keep things running smoothly. She removed the staples from my knee with almost no pain. She was always warm and friendly and her efforts were greatly appreciated.

The next two are truly exceptional. Dolly and Yvonne. Both of them deserve accolades.

Dolly is one of a kind. She's fun and she pushes. She doesn't let you feel sorry for yourself. The pride she takes in her work is noticeable in everything she does. As busy as she was, she was able to spend enough time with me to make me feel special. Her gentle pushing to have me do things for myself, was appreciated. I spoke to several of the patients on her watch and she made all of us feel as though we were the only ones she had to look after. An awesome lady and a friend.

Yvonne. She's one of the sweetest ladies I've ever had the pleasure of meeting. Her caring, gentleness, efforts, warmth and efficiency made my stay in your facility a wonderful experience. A totally unflappable person who performed her job with a grace and surety that brought me a comfort I had not expected. There was nothing that was too much for Yvonne.

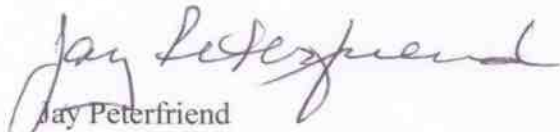
Two other people from the physical training area definitely deserve mention.

First is Iris. She pushed me hard. She taught me the proper way to use a cane, to walk steps, to exercise and wouldn't accept anything but hard work from me. I'm doing very well and most of that I owe to her. If I were late in getting to the training area, Iris was there to make sure I'd get to my physical therapy. She would not give me a chance to feel sorry for myself.

Second is Olivia. What a gem of a person. Her grace and charm made a tough situation much more bearable. Although my upper body was not the problem she made sure I did the various exercises to keep my body in tone. Like Iris she pushed me hard and I truly appreciate her efforts.

Dr. Ahuja, you deserve great compliments as well. Your facility is beautiful, clean and is staffed by fantastic people. You did that, so, my many thanks to you. I will be coming back to say hello to my many new found friends once I'm 100%. At that time I will seek you out to say thank you to you in person. Glengariff was a healing and most pleasant experience.

Yours truly,

  
Jay Peterfreund