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Sailboats
White Rock, B.C.

To Dr. Michael Guerrier

July 9, 2020

A huge Thank You to all
the staff at
Extendicare Leduc.

Bonnie Hall &
family

Bonnie Hall
299, Range Road 20
Spring Lake, Alberta
T7Z 2V2

July 9, 2020

Dr. Michael Guerriere
3000 Steeles Avenue East
Suite 103
Markham, Ontario
L3R 4T9

Re: Extendicare Leduc

Dear Dr. Guerriere:

I would like to tell you about the staff at the Extendicare Leduc facility and what a wonderful group of employees you have working there.

My mother, Marion Pakan, moved into the facility at the beginning of April of this year. It has been one of the best things that have happened this year for her, moving there. There are several people in our family who call on a regular basis every week, and never once have we ever felt that we are being a bother or putting the staff out by having to run around the facility and find my mother. They always keep me up to date on her health and call promptly if they have any concerns.

However, I specifically want to tell you about yesterday. It was my mother's 98th birthday. Gail Dygdala, Keli Moiruk and Jackie (I do not know her last name, however she is always outside with the resident and visitors) went far out of their way to help our family have a wonderful birthday party for my mother. They helped me plan the party; we figured out together what would work as there were eight of us there to visit and to celebrate. They put the decorations up for us after they sanitized them, prepared the cake that we had brought and had mom dressed up nicely and warmly for our visit. They also booked us a double visitation so we were able to visit for 15 minutes each to wish her a happy birthday in person. They encouraged us to make noise and to celebrate the way we wanted, and at the end as mom was going back into the facility, we were able to sing her a group Happy Birthday and Keli volunteered to take a 'group' photo of us with mom in the foreground and showing off her birthday balloons. This is all something the staff did not have to do, but because they are the people that they are, they certainly helped us to have a memorable birthday party for my mom, even though mom will not remember it, her family certainly will.

You have a wonderful set of employees working there; our family certainly appreciates them all.

Sincerely

Bonnie Hall