

Dear Friend:

Thank you for coming by and visiting our website and getting information about one of our fine Elmbrook Management Company facilities. We are honored that you would consider us for you or your loved one's care.

We hope you'll allow us to take a moment to speak with you about some of the things you'll be experiencing in the weeks to come as you investigate elder care options.

Whether you're considering an Elmbrook facility for long or short-term care, there are questions which you will need to have answered <u>now</u>. Of course, the Administrator of the Elmbrook facility of your choice can help, or you can contact our main Elmbrook office at the number below. We are available for you and your family 24 hours a day, seven days a week.

We would be remiss if we did not touch on the subject of feelings that you may experience during you (or your loved one's) transition into this new situation. There's a large spectrum of emotions you may encounter during the weeks and months to come, and we can assure you, these feelings are entirely normal. Please allow us to be there for you - to listen, to talk, to share. We are your friends and neighbors, ready to help you through this time of change, and even if you choose not to select an Elmbrook home, we are always there for you.

Again, we are humbled that you trust us enough to visit with us about this very important subject. We look forward to speaking to you soon. God bless.

Kim Coble Tom coble Don and Elva Jackson

