

February 21, 2008

Dear Dr. Lehman,

This is to thank you once again for your kindness and care while I was at Malben. I also want to laud a few employees who I found exemplary.

First and foremost, Rachel Glantz, who is the personification of an excellent nurse and, what is more, a real mensch. No matter how tired she may be, her concern and help are forthcoming. She is a true gem and you are lucky to have such a wonderful human being on your staff.

In the Nurse's Assistant category I must mention Rosa. She is warm, human, never nasty and short tempered, always willing to listen and assist. She wanted to help me when she suggested I move in with the (quiet?) other Ida, even though that did not turn out so well.

In the Housekeeping category I would commend Ella who patiently carries out any request. She is not lazy and nasty, as some housecleaning workers tend to be.

Again, thank you, and best wishes for your continued success in caring for and helping the suffering.

Sincerely,

Ida Plaut