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Toronto, ON
M6P 0A2

October 15, 2021

Tricia Burrough RN, CMMIII
Director of Care
Wellington Terrace
474 Charles Allan Way
Fergus, ON N1M 0A1

Dear Tricia,

Thank you again very much for helping our family find a way to express our thanks and tangibly recognize your Oak Glen people who as individuals and as a team have provided wonderful care for our Mom, Audrey Cook, and for our family members.


Considering Mom's limitations when she arrived there and as they increased during her stay, what could have otherwise been a trying and disheartening experience for her and for us became many quiet enjoyable visits punctuated by pleasing moments that have left us memories we'll cherish.

For my sister Janet and me, the single most remarkable aspect of our Wellington Terrace experience has been the professional, spirited, genuine, personal, caring attention and support our Mom and we received from each and every one of your Oak Glen people in every aspect of our experience with them. We can never thank them enough.

In acknowledgement of the Oak Glen team members' wonderful care, please accept on their behalf for their use and their recognition the enclosed token of our sincere, deep gratitude.

It's important to note that, when we expressed thanks to individuals directly, they often replied that at Wellington Terrace they and their colleagues are able and keen to provide exceptional care because they're led and managed by people who care for them by providing a professional and supportive environment and the necessary resources – and that the overall organization and municipality provide the leadership and resources that make it all possible. It's not common in 2021 to hear employees spontaneously candidly praise their work organizations. To you all, keep up your extraordinary good work making people's lives better.

Sincerely,

A handwritten signature in black ink, appearing to be 'Dennis and Janet Cook', written over a large, loopy flourish.

Dennis and Janet Cook