

November 24, 2014

Mr. Joe Steier

CEO, Signature Healthcare Services

12201 Bluegrass Parkway

Louisville, Kentucky 40299

Dear Mr. Steier,

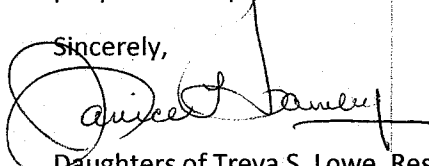
Without doubt, you receive a lot of letters from disgruntled folks complaining about the people throughout the Signature Healthcare network and things they are doing incorrectly, but this letter has a very different flavor. Please take a moment and listen to my story.

My 94 year old mother has been a resident at Standing Stone Health and Rehabilitation Center in Monterey, Tennessee, since January 2, 2014. I am one of four living daughters, and for as long as I can remember, my mother's request to us was to never put her in a nursing home and forget about her. Her health, both mental and physical, diminished to the stage that we had no choice but to place her in long term care. This transition was a heart rendering challenge for us, to go against her wishes, however, from the first contact with the folks at Standing Stone, we began to have a peace that this was where our Mom should be. Over the months of her residency there, miraculously she has become to think of this as her home, the staff & residents as her friends and extended family.

This past week, a very remarkable and gracious act of service and kindness was realized by the residents and their families. The staff at Standing Stone, from the administrator down the ranks, rolled up their sleeves, and served a very beautiful Thanksgiving Dinner to the residents and their families. It is common for elderly people, and/or those with mental and physical limitations, to feel a somewhat diminished sense of self value, but that was not the case with this dinner. Each person was treated as royalty, and the smiles from the staff, combined with their genuine sense of caring for the people they were serving, reminded us all that people are valuable, and the holidays a time for reflection and thanksgiving.

I am not sure how to express the appreciation that my family and I have for the staff at Standing Stone Health and Rehabilitation Center in Monterey, Tennessee, but I wanted to start at the top to express to you what an amazing impact that little group of people in a small rural community facility had on the people who experienced their kindness.

Sincerely,



Daughters of Treva S. Lowe, Resident at Standing Stone Health and Rehabilitation Center

Janice Hamby Marilyn Bowman Sharon Hamby Gwendolyn Threet