

Letter addressed to the Nursing Manager at Arbor Village in Bedfordview received via e-mail:

Dear Matron Daniela

I would like to take this opportunity to COMMEND and THANK the amazing staff of SUNFLOWER Care Centre under your Supervision.

I want to acknowledge the level of care and compassion that they extend to their elderly 'family patients' and perhaps mention some thoughtful and kind little actions that they have shown to my Dad.

I have received responses and updates of his wellbeing (good and some perhaps unavoidable when he falls/slides when he doesn't use his walker) they reassure me when I'm unsure and concerned about Dad, they have even been kind enough to let me chat to him on WhatsApp and sent me a short video clip of their interaction with him (in Xhosa - his familiar and preferred language medium at this stage of his life). Seeing him chat and laugh with Phindi and Angel/Rose gave me such peace and reassurance that he is being loved and cared for EVEN when he is being 'difficult' and under these unusual circumstances when we are all unsure, worried and unable to visit.

Siya, Israel and Doreen relate so well to him and know how to handle the situations that arise with patience. S/R Agnes, S/R Adelaide, S/R Nosi, S/R Meg, and the other staff, who I do not know by name yet, are very understanding and helpful - THANK you ALL!

My family and I are so grateful for the care that Dad (and all the other Residents) are receiving especially in these uncertain times when we are all trying to navigate unprecedented territory. Know that you are ALL appreciated and valued for the loving care and service that you are providing to the elderly Residents of Arbor Care Centre.

Blessings and may our Lord and Father protect and keep you ALL.