



June 28, 2022

Dear Robin,

I would like to take this opportunity to thank you and your entire staff for your continuous support to Hampton Court Nursing and Rehabilitation Center. Your team is always ready and prepared to assist our staff and our building in every aspect of Skilled Nursing and Long-Term Care.

You have helped us with Regulatory Compliance, Risk Management, updating necessary Policies and Procedures, as well as informing us of educational needs of all of our staff when new regulations are impending. Your team has assisted us in obtaining our Joint Commission Accreditation and you reach out to us to assure that we have all the tools that we need to be successful with recertification. We have benefited from your Medicare specialists to assure proper documentation

for proper reimbursement. You have educated nurses on MDS documentation to assure accuracy which promotes proper reimbursement for services we provide. You and your team share your expertise 24/7 throughout Florida as well as the entire country to assure the best possible care to the elderly. It is an awesome feat.

I must mention that the assistance that A.C. Burke, your Infection Control Specialist, has given us over the past 4 years has been exceptional. Originally she educated me and my administrator to be able to receive Certification as Infection Control Preventionists when the law demanded that Long Term Care Facilities employ this position. She prepared us at that time for the impending future of complicated infections, MDRO's and an unforeseen pandemic. Although none of us thought we would live to see a

worldwide pandemic such as COVID-19, we were prepared. However, that was only the beginning. When COVID entered our building it was 2 months after the virus hit the long-term care facilities in Florida. We had kept strictly to all of the Infection Control guidelines she had promoted and had benefited greatly from them. We immediately called you and A.C. to ask for even more guidance on complicated issues such as Cohorting methods of PPE usage, isolation, and quarantining patients to assure the minimal amount of spread and the fastest resolution of the infection in the building.

A.C. guided us daily, weekly, monthly, and yearly as the COVID pandemic had morphed into mutant strains that still affect us today. Guidelines and rules changed, vaccines were suddenly available, more laws, more rules more guidelines! She kept us abreast of all the updated changes each and every time we called, even answering us when she was not even working. Popularity is not her guiding light- doing the right thing, no matter how uncomfortable, has always been her motivation. She is a wealth of knowledge and expertise. This is what we appreciate about her and your entire team as well.

We are always committed to providing excellence in nursing care and services and we are able to provide this with you, A.C. and your team. You are always available, at our side and you always have our back. True partners!

Thank you all, from my Heart,

Laynie Stern

Laynie Stern, CEO
Hampton Court Skilled Nursing & Rehabilitation Center