



April 2, 2021

To Whom It May Concern:

I am pleased to write a letter on behalf of Robin Bleier, President of RB Health Partners, Inc. Canterbury Towers has had the pleasure of working with Robin and many of her team members since 2004. In the most recent years, Shirley Hunziker, RN, Senior Director of Healthcare Quality has been an immense help to Canterbury. She is in fact, one of the team! We so appreciate Debbie Duhaime for her amazing knowledge of the RAI process as well as her patience and guidance to ensure we are in compliance; Heather Py for her consistent oversight of our medical records, ICD-10 coding and beyond for which we are so grateful. We have also relied upon Nathan Shaw and his amazing knowledge and expertise for our business office. Then there is AC Burke and Sara Busacca who has been there consistently for infection control questions during an unprecedented time. Robin has an amazing team - each one with unique knowledge and skills.

I could go on and on about the individuals from RB Health Partners that have assisted us over the years but I would be remiss in not mentioning Robin herself. On numerous occasions Robin has availed herself to provide education for our team members, survey preparedness and chart review. Simply stated - Robin is our "go to" person for compliance. Robin's knowledge and understanding of state and federal guidelines is in my opinion, unsurpassable. We appreciate RB Health Partners for their utmost knowledge in this ever-changing industry. They are a highly skilled, professional, dedicated and compassionate organization that never ceases to amaze me.

It is without hesitation that I recommend RB Health Partners. Thank you, Robin, for what you do to help us care for our seniors.

Most sincerely,

A handwritten signature in cursive script that reads 'Susan Conley'.

Susan Conley, RN, NHA
Administrator