



October 24, 2023  
Atten: Mrs. Brooke Eisel  
Admission Director  
NorthCrest Rehab & Nursing Center  
240 NorthCrest Drive  
Napoleon, Ohio 43545




Dear Mrs. Eisel,

It is with much pleasure that I write to express my appreciation for your facility in Napoleon, Ohio. First, I will share what prompted me to write this letter. My extensive experience with rehabs and nursing homes is the result of the time I spent with both my now-deceased father and wife, both of whom spent significant amounts of time in rehabs and nursing homes. I am painfully reminded of how difficult my father and wife's stay was at a similarly situated facility. As a result, poorly trained staff and floor personnel showed little compassion towards their patients.

Mr. David Santana is a long-time friend and brother of mine, and I came to NorthCrest to see him. I wasn't sure what to expect. As far as I was concerned, it would smell bad, smell like medicine, have people in wheelchairs left unattended and, frankly, be lacking in staff. However, as we entered the facility and immediately, I could see a place that was clean fresh-smelling, and well-organized. As we approached the nursing station, we were greeted with a happy and smiling disposition that immediately made me say "WOW". I was taken back not expecting such a friendly and meaningful greeting at all. My wife and I were both taken aback by the warmth of the staff. Having thanked her for her hospitality, we went on our way. While walking to Mr. David Satana's room, other staff members welcomed us warmly. On several occasions during our visit, staff members came to the room to inform, and bring dinner to him. They were so kind, and we couldn't believe how



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dedicated they were to Mr. David Satana's care. Our gratitude goes out to them for their kindness. Even Mr. Santana was singing praises for the way he was cared for and the genuine concern he received. It was clear that the entire staff had genuine affection for him. It was evident that the staff members were not only providing medical care but also providing emotional support. We left knowing that Mr. Santana was in good hands. This is so comforting for me and the Santana family, knowing he is being properly taken care of.

Clearly NorthCrest Center has succeeded in hiring excellent employees who go above and beyond the mission statement posted in the nursing station area.

This is a clear indication of the center's commitment to providing high-quality care. It also shows that the center has an effective recruiting and selection process in place.

The center should be proud of its employees and their accomplishments. From a sincere observer, I wish to convey my thoughts and appreciation. Their exemplary work and dedication should be rewarded and celebrated. This commitment to excellence I am sure is shared by the other centers' patients. I hope that the Napoleon community is aware of the excellent services you provide for the community. To ensure that everyone knows the quality of care provided there. I also forward this letter for endorsement by the City of Napoleon's Mayor's office and to The Ohio Department of Health.

Additionally, I sincerely hope NorthCrest has a system to reward employees for outstanding performance while on duty. Finally, the center should strive to maintain this excellent standard in the future. Thank you and God bless you all.


Sincerely,

*David Garcia*

Rev. Dr. David Garcia

Director: Favor of God International Ministry

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