

15 January 2013

Mr. Allen DeSena, Owner and CEO
Ms. Lynne Winslow, Director of Guest Services
Carriage Manor, LLC
157 Hillside Avenue
Waterbury, Connecticut 06710

Dear Allen and Lynne,

Thank you so very much for taking the time to share the phenomenal changes you have made to the majestic home at 157 Hillside Avenue. My son, Kyle and his wife, Karen and I all agreed what a pleasure it was to hear the passion in your voice and to see the exuberance on your face as we rounded each corner of every floor to witness all of the breathtaking changes you have made.

Having been away from the home for nearly 25-years, I was a bit overwhelmed by the memories and emotions that came flooding back during our visit. The home was such an important part of our lives, having spent the first eight of my 62 years of marriage in the 1950s with our four young children living on the top floor, while my father, Leandre A. LaVigne, began and operated what was then known as, "Hillside Manor." As founder of the Connecticut Nursing Home Association, he would be most proud of what then was the Crown Jewel of his enterprises, and what it has become under your careful, loving guidance.

For nearly twenty years, it was my job as the Owner and Administer to run all of the day-to-day operations. I say job, --but it was more a labor of love that was enabled and supported by a fiercely loyal and dedicated Staff. I was most pleased to learn you are experiencing that kind of loyalty with your own Carriage Manor family of employees.

Lastly, without any presumption of pretense, I want to thank you for continuing the excellence in care for those who are fortunate enough to be able to call Carriage Manor "Home." --After all, it is about the quality of care and the quality of life for those we serve who provide us both the emotional and financial rewards for our efforts. I pray for your continued success and happiness in the days, weeks, and years ahead. Your investment of time, energy, spirit, and finance is so profound... and the unique, beautiful place you have created as a result is nothing short of magnificent!

Warmest regards,

