

February 25, 2024

My father was diagnosed with dementia over a year ago. This was a scary experience for our family. After having little success in a local Alzheimer Clinic study followed by a very unsuccessful home healthcare experience, our family discovered a local memory care facility. While we were extremely impressed with the facility, it was one of the staff members, Nancy Rowe, that most impressed our family. Nancy's extensive knowledge of the disease, experience in caring for her patients, and her ability to connect with our family made the difficult transition bearable.

Nancy's level of experience and knowledge is superb. She went above and beyond to answer our numerous questions and provided my family with suggestions and strategies on how to visit a dementia patient. Nancy was compassionate when needed and more importantly, honest with her answers. She would often share personal experiences and continuously remind us that "we are not alone in this." Her reassurance was invaluable for me and my family.

Nancy truly cares about her patients and it shows in how she interacts with each of them. She gets to know them as individuals, their likes and dislikes, and talks with them about their families and backgrounds. Like a school teacher, Nancy differentiates her care to meet the needs of her patients. Many of Nancy's most impressive attributes are reflected in the notes that she would take on my dad and his activities. Her level of detail was extremely beneficial in updating our family on my father's progress and preparing for our weekly visits.

Nancy took a personal interest in the lives of my father and our family. Our communication would often extend beyond the workday and include updates on my dad and even checking in on our family. She consistently demonstrates a sincere interest in my emotional well-being as I work to maneuver the impact dementia has had on our family. Not only has my father received top notch care from Nancy, our family has gained a friend that will continue to love and support us through this difficult journey. We love you Nancy!

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