

I just want to give you some positive feedback on your staff and facility in Peekskill, N.Y. Emerald Peek Rehabilitation.

My Dad, Cornelius Noonan, was a resident at West Ledge/Emerald Peek since 9-23-2010. He passed away on 12-11-2017 in his sleep. He had suffered from severe Dementia for several years. While it's never an easy decision to commit a loved one to a healthcare facility, your staff understood my pain and emotional suffering to come to the decision to do so, since the very first day and helped me to believe that I made the right choice.

While choosing a nursing facility for a loved one is a difficult decision to make, many things have to be considered. The facility condition itself is one thing, but the most important factor of all is whether or not your loved one will get the care and attention they need. I have to say that your staff have shown extreme professionalism and compassion when it comes to the patients and the family members.

Fortunately, I live close enough to visit my father as much as I could. I got to know the staff very well. From the Administration staff, to the caregivers, and even to the maintenance staff, your team has always been friendly and outgoing, knowing the patients names, and always saying hello to me and my family.

In the beginning, while my Dad was still able to walk and communicate, he would love to join sing-alongs and dancing. It's very hard to see someone deteriorate like my Dad did over the years. Your staff provided great care and dignity to him, all along, from the beginning. Susan Somma was my point of contact, and remains so over the years. I knew I could contact her anytime and felt confident that everything was being handled. She truly is an asset to your facility. She would always make me feel at ease. The nurses and caregivers like Catherin Zsiday, Sara Delguidice really have gone above the call of duty, as have other staff members like Nancy and Shirley. People like this have made our experience over the past seven years, as easy and comforting as possible. Please relay my thanks to your entire staff.

Warm Regards,
John & Laurie Noonan.