May 18, 2016

RECEIVED

MAY 23 2016

HEALTH FACILITIES &
SERVICES REVIEW BOARD

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 West Jefferson St., 2nd Floor
Springfield, IL. 62671

RE: Transformation health care of McHenry Project No. 015-044

Dear Ms. Avery,

I am writing this letter with concerns to the proposed new skilled nursing center in McHenry. I have been an employee of Crystal Pines Nursing and Rehabilitation for 6 years. I started out as a C.N.A providing clinical care to the skilled guests at this facility. I am currently a member of the activities team and assist in the recruiting efforts for the facility. As a clinical staff recruiter, I can attest to how dificult it is to hire clinical staff in an already saturated market.

I have been a community member for 25 years and have witnessed many changes in the area. Some of these changes have been positive but this proposal has me concerned. Our facility prides itself in providing exceptional care for our community members, with an emphasis on hiring the best of the best to care for our guests. Being a rural area it is already challenging finding tenured long-term care staff that can provide this exceptional care. Concerning this proposal my fear is that this pool of expertise will be strained having a negative impact on the current community members entrusted to our care. It is rare that any long-term care facility in the area is at full capacity, and this proposal will create a financial burden on the current facilities that have been providing this exceptional care for many years. Please consider these concerns when the board reviews this proposal. It would be heartbreaking to see the negative affect on the guests, community, and staff.

Thank you for listening.

Sincerely

Mary Mandl
Activates Aid
Crystal Pines Nursing and Rehabilitation

RECEIVED

MAY 23 2016

HEALTH FACILITIES &
SERVICES REVIEW BOARD

May 18, 2016

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 W. Jefferson Street 2nd Floor
Springfield, Illinois 62761

RE: Transformative Health Care of McHenry Project No. 015-044

Dear Ms. Avery,

I admitted with Crystal Pines Rehabilitation May 16 and chose this facility because Kim, Marketing Coordinator from Crystal Pines visited me in the hospital, showing me pictures of the place and explained what I could expect at Crystal Pines. So I chose Crystal Pines even though this is not close to my family. When I arrived by ambulance, the receptionist knew my name and welcomed me. Getting down the hall to my room, I noticed that staff were friendly and helping other residents. Everyone seemed joyful and genuinely happy to be here. My nurses are great, and I have a wound care nurse who is taking great care of my feet – another reason I chose Crystal Pines.

Physical and occupational therapy team is great and very kind. Staff come into my room in the morning with a smile and "Good Morning" and it makes me want to be here. This is a very clean facility, and I really appreciate that.

As long as you have Crystal Pines Rehabilitation in this area, and they are able to accept new residents, there is no need for another new facility. It would be very concerning if a new facility would pull these great staff members away.

Thank you,

Janet Batchelor

Janet Batchelor