

July 8, 2026

To the staff of Hearthwood Senior Care (3rd floor):

As I sat down to write this letter, I found it difficult to adequately express the gratitude I feel for all of you for the care you provided to my husband, Gus (Gary).

When Gus arrived at Hearthwood after his ruptured brain aneurysm, our lives changed in more ways than we ever could have imagined. We entered a world that was totally unfamiliar to us, overwhelming and often heartbreaking. However, through it all you became so much more than healthcare providers. You became our support system, our comfort, and sometimes, an extension of our family.

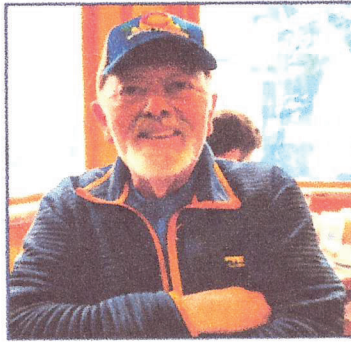
Over the four months Gus was in your care, you treated him with kindness, endless patience, dignity and respect. You cared for him on good days and more often than not, difficult days. You offered reassurance during setbacks and never lost sight of Gus as a person and how he might be feeling. I also want to thank you for the care you provided to me. Your compassion and willingness to answer my never-ending questions made an immeasurable difference. There were many days when a smile, a kind word, or a few extra minutes of conversation helped me get through the day more than you may ever realize.

I am especially grateful to those who cared for Gus so consistently throughout his stay. Whether you were a nurse, CNA, therapist, physician, housekeeper, dietary staff member or social worker, every act of kindness mattered. I came to see that the work all of you do is not easy, and often goes unrecognized, but please know that it made a profound difference in our lives.

It is impossible to spend so many months together without forming meaningful connections. I will miss seeing you and on behalf of our entire family, thank you for everything you did. You will always hold a special place in my heart.



Kim Gustafson



*Thank you for being
part of Gary's journey.*



The care, patience, and compassion
you showed him—and our family—made
an immeasurable difference during a
very difficult time. We will always be
grateful for the kindness you shared and
the comfort you provided.

With love and gratitude,

The Gustafson Family

*Kim
Kyle &
Sybil*