



Independent Lifestyle ♦ Assisted Living ♦ Encore Memory Care

August 22, 2019

Dear Members,

We were sickened to learn the Burr Ridge Police Department is investigating reports of videos, apparently taken at a nearby senior living community, showing some of their employees humiliating residents there. These videos show clear violations of resident rights and of basic standards of human decency.

We wish to reassure you that here at Birches, we will not tolerate anything but professional work from all our staff. We take selection, training, and supervision of all of our team members very seriously. Our staff members are carefully chosen, and are well-prepared to be successful and respectful to all of our residents, family members, their co-workers, and visitors.

We are proud of our community and the culture we've created over the past twenty years to serve our elders and their families. All who live here with us deserve an environment that is respectful, purposeful, and positive.

Similar to how we train our team members, if you see something, hear something, or experience something that makes you uncomfortable, please report it confidentially to one of our leaders or to me. Together our community is trustworthy, strong, and respectful, because we seek to hold other accountable for our actions.

Thank you for your confidence in us. We feel it is a special privilege to have you as part of The Birches.

Sincerely,

The Birches Assisted Living

A handwritten signature in black ink that reads "J. Sander".

Jacqueline M. Sander
Executive Director

A handwritten signature in blue ink that reads "James K. Curto".

James K. Curto
Founder and CEO