

## What's being said about Napa Valley Care Center?

"I've been at NVCC for 3 weeks now, and although no place is perfect, there are many wonderful people who help make this place super. First, the nurses are great gals, helpful, friendly, and sweet. The CNA's were very helpful & kind, too. The Admin gals are great..Always had the time to answer questions & be friendly. The PT/OT/ST dept. is top notch. I learned much from the whole dept. Thank you for all." **S.D.**

"Thank you for your care and attention during my stay at Napa Valley Care Center. My family and I all appreciate the respect & competence of your team!" **G.J.**

"I have never been in a rehab facility before, but my mom was, and what a difference from where she was. From the moment I arrived here, I have been treated with respect and dignity, the CNAs, nurses, PT, OT, all have been extraordinary. Lorena is an angel, kind, strong yet gentle. Such a blessing! The office staff are wonderful too. Great Cheerleaders!" **S.D.**

"The speech therapist and physical therapists were excellent. The dietary department deserves an "A". Their meals were nutritious, attractive and flavored nicely. Everyone working here were courteous and helpful. Thank you!" **L.B.**

"I cannot begin to express to you my gratitude and caring for all of your wonderful staff. I came here a stranger and I will leave with a whole lot of new friends. It didn't matter how late I was getting ready for bed, you were always there. Thank you for your caring. I know this is not an easy job but you pulled it off with dignity and grace.

May God bless you, as you have me." **C.F.**

"It was always really clean, and the staff was very respectful of my brother. The facility smelled good and didn't have an odor. I was very happy with the services that they provided and care that my brother received." **M.T.**

"They were nice, and I was very pleased. I would like to tell them that he got excellent care there. It didn't look, smell or seem like a nursing home. It always smelled like they had cookies freshly baked." **L.H.**

"The employees seemed to care for the people there. They would like the people that work there. They take care of the patients and get their jobs done. The facility is clean and well taken care of." **R.F.**

"I like the fact that my dad had a nice place to stay. It was clean, the people were cordial and inviting, and they seemed to take care of him at his whim. The facility did not have any odors. It is clean and safe, and the staff seems to be professional and they know their jobs." **J.H.**

"It was clean and everyone was nice, responsible, and courteous. It is probably one of the cleanest and most caring facilities." **L.H.**


"Everyone was pleasant and nice. I enjoyed the people in the therapy departments. They took good care of me. Everything is so neat and clean. They are so pleasant and have a nice smile." **C.D.**

"Compared to others, they are very hands on especially the upper staff. I was reassured and everything I was told came through. Out of all the choices, it was the best and I am very happy with them." **R.A.**



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"The people were very loving to my mother. We were able to be there 24 hours a day. The food was healthy and she was comfortable. It was a comfortable environment and did not seem so sterile. She enjoyed being there. It is not your stereotypical nursing facility. It is inviting, cheerful and the staff seems to be happy at their job." **E.B.**

"The employees bent over backwards to help my husband. He was 93 years old and not very ambulatory at the time. They were so nice and so gentle. There was one young man named Hugo that was exceptional. I would definitely recommend them. I would tell others that it was very clean. The employees were very cordial and they were welcoming when you walked in the door." **D.R.**

"I think NVCC is one of the best ones in Napa Valley. I had a really great experience with the maintenance department. They were very accommodating in helping me make my mom comfortable. It was very clean." **T.W.**

"I was very, very happy with everything. The people were nice. I would recommend them to anybody. I was so happy, I couldn't believe it. I'm 81 and rest homes weren't very clean a few years ago. They smelled and they were awful I was so shocked that this place was so nice. I take it as the best vacation I've had in years because I didn't have to do anything. I even had help with taking a shower and other things. I would recommend them 100%." **D.S.**

From the day we arrived to the day we left, the staff was phenomenal. They communicated well with us as family members. Julie, Mandy, Arlene and Hugo were excellent. They were kind and respectful. We developed such a bond with these people. I already recommended the facility to people. From the administration to the nurses, they were approachable and they had the patients' best interest at heart. **R.K.**

Please let me use this card as a testimony for my appreciation and satisfaction in Napa Valley Care Center and all of the skilled and kind people that work there. My stay of nineteen days with you was most enjoyable and rewarding. You should be so very proud of your facility and its employees. **P.N.**

"I would highly recommend them. If my mom deteriorates, that's my first choice. I think they are in the top ten for quality of care. I didn't mind using the bathroom in the patient's room....that is how clean it is. You can't smell any urine when you're in the facility. That's very impressive."

I'm a registered nurse so I know what's going on and what to expect. They were always there for him. They were very kind and compassionate. He received excellent care. I already have recommended it to a couple of people. It's just a great place for a loved one to be. **W.S.**

Everyone was very kind. Overall, my care was great. The staff, nurses' stations and especially the physical therapy department, were all excellent. I would say that it was kept very clean. There were only two people to a room so the nurses really cared for you. **S.D.**

They took really great care of me. When I asked for something, they would run right out and get it for me. They were all so kind and helpful. They had a lot of help and they changed your linens all the time. Also the food was really good. **W.B.**

Her care was excellent. The physical therapy was great and the staff was so accommodating. She didn't have anything but good things to say about her care. We highly recommend it. **D.D.**



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