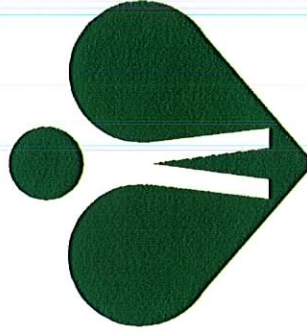


**NOTE: THE FOLLOWING DOCUMENTATION
WAS SUBMITTED FOR THE RECORD BEFORE
OR AT THE PLANNING COMMISSION HEARING
ON THIS ITEM WHICH IS NOW APPEARING
BEFORE THE CITY COUNCIL**

Silver Hills Health Care Center

**Skilled Nursing Facility Proposal to Add "Specialty
Rehabilitation Unit" of 36 Beds**

Operated by Covenant Care



We Are Family Serving Families

GPA - 20466,
ZON - 20470
JAR - 21139
SOP - 20471
SID - 20468

Presentation Agenda

- ❑ About Silver Hills
- ❑ Proposed Expansion
- ❑ Letters of Recognition from Families and Friends

About Silver Hills

About Silver Hills

- ❑ Silver Hills Health Care Center is a 118-bed Skilled Nursing Facility.
- ❑ The facility is operated by Covenant Care, a privately held company which operates 45 skilled nursing and assisted living facilities. Covenant Care also operates Silver Ridge Healthcare Center, 148 bed skilled nursing facility in Las Vegas.
- ❑ Since its inception in 1998, Silver Hills has provided quality care to over 3,100 patients/residents in the Las Vegas area.
- ❑ Facility has maintained exceptional state and federal survey results:
 - Deficiency free surveys in both 2004 and 2005
 - Recipient of Health Insight Quality Award for 2004 and 2005, a nationally recognized award given for demonstrating excellence in performance on publicly reported quality of care measures.

About Silver Hills

- ❑ Silver Hills provides the finest level of rehabilitation services consistent with the philosophy of meeting the needs of those we serve.
- ❑ The facility's "Homeward Bound" rehabilitation program is focused on providing rehabilitation services to reintroduce patients back to home or other independent living setting. In 2006, Silver Hills sent 363 residents back home.
- ❑ Silver Hills maintains excellent relationships with our neighbors, local hospitals and healthcare centers throughout the valley in order to serve our community members.
- ❑ Actively Involved in Community:
 - Senior Friends/Health and Happiness to You group
 - American Lung Association Asthma Walk
 - "Henry the Hand" hand washing programs in local schools
 - Nevadans for Antibiotic Awareness
 - Active in Nursing Home Quality Initiative & Nevada Healthcare Association

Silver Hills Health Care Center

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Home

Welcome to Silver Hills Health Care Center.

We are a facility dedicated to providing quality health care to those who are in need. Our goal is to meet or exceed the expectations of those we serve. We invite you to come see our facility!

"We Are Family Serving Families"

Silver Hills has accomplished Two Deficiency Free State Surveys for the years 2004 and 2005. In addition Silver Hills was also awarded the Health Insight Award for Quality for both 2004 and 2005; a nationally recognized award given for demonstrating excellence in performance on publicly reported quality of care measures.

Health Insight
Quality Award
2004 - 2005

www.HealthInsight.org

**Come visit our family, meet our staff
and tour our beautiful facility!**



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About Us

When you enter **Silver Hills Health Care Center**, you enter a community of compassion. You'll see it in our people and in our service. We are committed to meeting the individual needs of our residents, families, and community. We act as an extended family of sons and daughters, brothers and sisters, friends and companions, all united in a circle of care and linked by a covenant of shared responsibility for our residents. It is this community of compassion and attention to individual needs that sets us apart as a model of quality care. We are Family Serving Families.

Silver Hills is very proud to have accomplished Deficiency Free State Surveys for both 2004 and 2005.

Please click on www.medicare.gov to compare Skilled Nursing and Rehabilitation facilities.

We are a 118 bed skilled nursing facility located in a quiet residential area of Northwest Las Vegas. Our residents enjoy state of the art conveniences in a warm, comfortable, home-like environment. Each resident room is furnished with cable television, an electric bed, private bedside telephone plus closet and drawer space.

We have two elegantly enclosed courtyards for your safety, relaxation and leisure.

For residents who enjoy extra pampering, we offer beauty and barber shop services. Open Monday, Wednesday and Friday at reasonable prices, we offer haircuts, set, perms, color, manicures and pedicures.

Transportation is provided on a complimentary basis to regular social outings, medical testing and physician appointments.

We are open 24 hours a day and would be happy to have you visit our facility. Our team of over 150 employees is dedicated to providing you the very best skills in their trade as well as the customer service that you expect.



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Meet Our Staff

Our success in caring for your loved one is made possible by a team of dedicated professionals who not only enjoy their everyday work, but also fully understand the meaning of quality caring. In our work environment, we practice an open door policy to our residents and their families, as well as to our valuable employees. On a monthly basis, and employee of the month is selected and recognized at our monthly staff meeting. This is just one of the ways we show our appreciation for the employees at Silver Hills Health Care Center.

Our Management Team Consists of:

Kerry Laviolette, RN, Executive Director
Roxanne Horner, RN, Director of Nursing
Andrea Ambrose, Rehabilitation Director
Dr. Christopher Choi, Medical Director
Lisa Roberson, Director of Social Services
Patricia Walls, Director of Admissions
Joseph Canilao, RN, Nurse Liaison



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COVENANT CARE

Silver Hills Health Care Center

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Nursing Services

**Silver Hills Health Care Center
Offers Expert Skilled Nursing Care:**

- Highly trained and experienced RN's and LPN's
- RN on premises 24 hours per day
- ACLS Certified Nurses
- PICC Line Certified Nurses
- IV Certified Nurses
- Certified Nursing Assistants
- Training Program for CNAs

A Sample of the Nursing Services provided:

- IV Therapy, continuous antibiotics, TPN/Enteral feedings, PICC line insertion, blood transfusions
- Trach care
- Extensive wound care management and treatment
- Diabetic teaching, monitoring, and treatment
- Monitoring of nutrition, hydration, bowel & bladder functions
- Catheter care/changes - urethral or suprapubic
- Colostomy/Ileostomy care
- Comprehensive continence management program



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Rehabilitation

Silver Hills is proud to present our Homeward Bound Program. The focus of our program is on short term rehabilitation. We have a rehabilitation unit in our skilled nursing facility with Neurological, Respiratory, Physical and Orthopedic based programs. Our therapy team is made up of physical, occupational and speech therapists. Each patient's rehab is set up to address the specific needs of the individual: treatment time may vary from thirty minutes to three hours for individual and/or group sessions, on a daily basis. We also provide follow-up services at our outpatient therapy program at Silver Hills.

Silver Hills Health Care Center provides the finest level of rehabilitation services consistent with the philosophy of meeting the needs of those we serve. We provide individualized treatment programs which allow residents to reach their maximum independence level. Family involvement in the rehabilitation process is encouraged. We believe that the family support and education are vital aspects in providing excellence in care and assisting the patient to maximize functional ability and independence.

Physical Therapy Services focus on identification, prevention and rehabilitation of individuals with physical impairment and pain. Following evaluation, the Physical Therapist develops an individualized treatment program addressing the areas of lower extremity strength, balance, coordination, functional movement, ambulation, endurance and general mobility.

Occupational Therapy Services address activities of daily living skills, including eating, dressing, hygiene and home management tasks, as well as upper extremity functioning, cognition and perception. The Occupational Therapist assists the patients in achieving their highest level of functioning, and in maximizing independence.

Speech/Language Therapists provide a continuum of services including assessment, education and treatment of patients with communication, cognition and swallowing problems. Treatment programs are directed towards improving communication skills in the area of comprehension and expression. Patients admitted to the facility that are receiving nutrition partially or exclusively via a gastrostomy tube are evaluated for their potential to return to solid foods as appropriate.

The patient and family are important members of the team, and are directly involved with the establishment of a personalized treatment program that meets each patient's needs and goals. The rehabilitation program is coordinated with all services offered at Silver Hills Health Care Center in order to facilitate functional improvement and to promote self-sufficiency.

Please come and check our excellent rehabilitation program!



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Survey Ratings

Every Skilled Nursing facility (SNF) is required to operate within a strict set of guidelines and regulations from the Bureau of Licensure and Certification (BLC). To determine compliance, every SNF is visited unannounced by a group of BLC personnel whose responsibility includes methodical inspections of the facility, or of needed, extended investigations of activities that may demonstrate irregularities outside of a normal SNF operation. This visit is called a "survey" or a State Inspection.

Depending on the severity of deficiency findings from the "survey", a Skilled Nursing Facility can be cited, penalized and required to comply, or to the extent of the law, may be ordered to cease operations.

We are proud of our survey results and you will find them posted throughout the facility. For the years 2004 and 2005 Silver Hills achieved Deficiency Free State Surveys.

Click on www.medicare.gov to compare Skilled Nursing and Rehabilitation facilities.

The best way for you to determine how the facility would care for your loved one is to make a visit. The residents should look well cared for, the environment should be clean and odor-free, and the atmosphere should be welcoming.

We invite you to visit Silver Hills Health Care Center!



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Contact Us

To visit our 118 bed facility, make a referral or receive more information, please call (702) 952-2273 and ask for admissions or email us at klaviolette@covenantcare.com

Directions:

Silver Hills Health Care Center
3450 N. Buffalo Drive
Las Vegas, NV 89129

Telephone: (702) 952-2273
FAX: (702) 952-2270

Click Below for directions

[Drive from your specific location](#)

Directions from I-15 Freeway

Take 95 North to the Cheyenne Exit.
Turn left on Cheyenne (heading West).
Go through four (4) traffic lights until Buffalo.
Turn Right on Buffalo.
Silver Hills Health Care Center will be on the right side of the road.



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Proposed Expansion

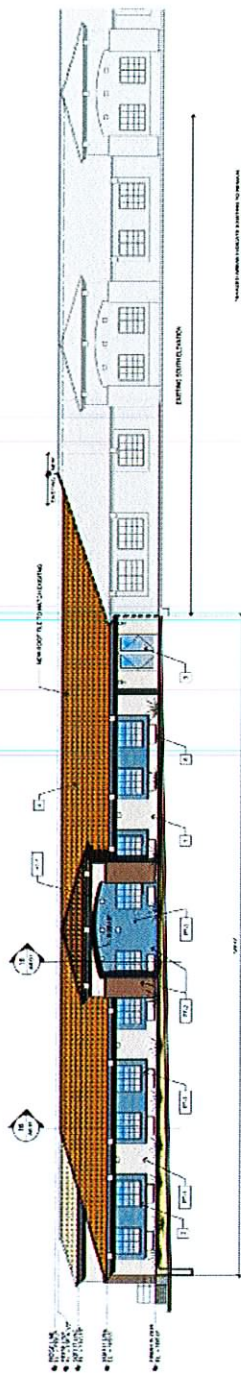


Proposed Expansion

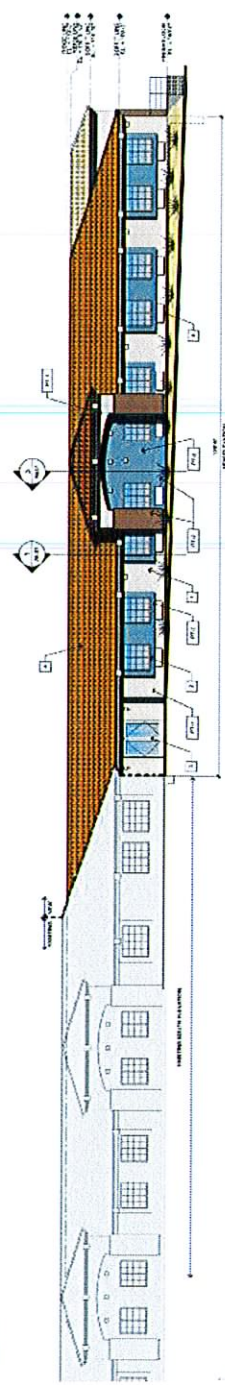
- ☐ Silver Hills is proposing to add a “Specialty Rehabilitation Unit” focused on meeting the needs of younger Medicare/Managed Care patients who need short-term rehabilitation therapy and are looking for specialty units that are separate from the long-term residents.
- ☐ The “Specialty Rehab Unit” will consist of 36 beds, a rehabilitation gym and separate dining facility.
- ☐ In addition the “Specialty Rehab Unit” will have the capability to providing outpatient rehabilitation services to residents within the community who require therapy services but do not require 24-hour nursing services.
- ☐ The addition will be located on what is currently a vacant dirt lot situated behind the existing facility.
- ☐ Silver Hills consistently sustains an average census of 112 residents out of 118 beds for occupancy of 95%.

Proposed Expansion

- ❑ Covenant Care's Silver Ridge facility consistently sustains average census of 135 residents out of 148 beds for occupancy of 91%.
- ❑ Per a 10-mile radius of Silver Hills, there are a total of 1,419 licensed skilled nursing beds of which per Medicare.gov website there were a total of 132 un-occupied beds for average occupancy of 90.7%.
- ❑ The growth in the population of Las Vegas and the social dynamics of an aging population creates a need for additional skilled nursing beds.
- ❑ The opening in northwest Las Vegas of Centennial Hills Hospital in 2007 will create further need for additional skilled nursing beds.



6 NORTH ELEVATION
1/8" = 1'-0"



11 SOUTH ELEVATION
1/8" = 1'-0"



16 EAST ELEVATION
1/8" = 1'-0"

jma

Design
10140 Gumpston Cross Drive
Las Vegas, NV 89144
702.731.2033

SILVER HILLS HEALTHCARE
3450 N. BUFFALO DRIVE
PROJECT # 2008219
LAS VEGAS NV 89129

ELEVATIONS

NORTH
SCALE: 1/16" = 1'-0"

[illegible]

SYNOPSIS

for Silver Hills Healthcare Center

Current Zoning:

Undeveloped Rural (residual zoning from Clark County)

Desired Zoning:

R-3

Type of Facility:

Convalescent Home

Scope:

Add 36 Beds to an existing 118 Bed facility for at total expansion of 17,466 SF and 154 Beds

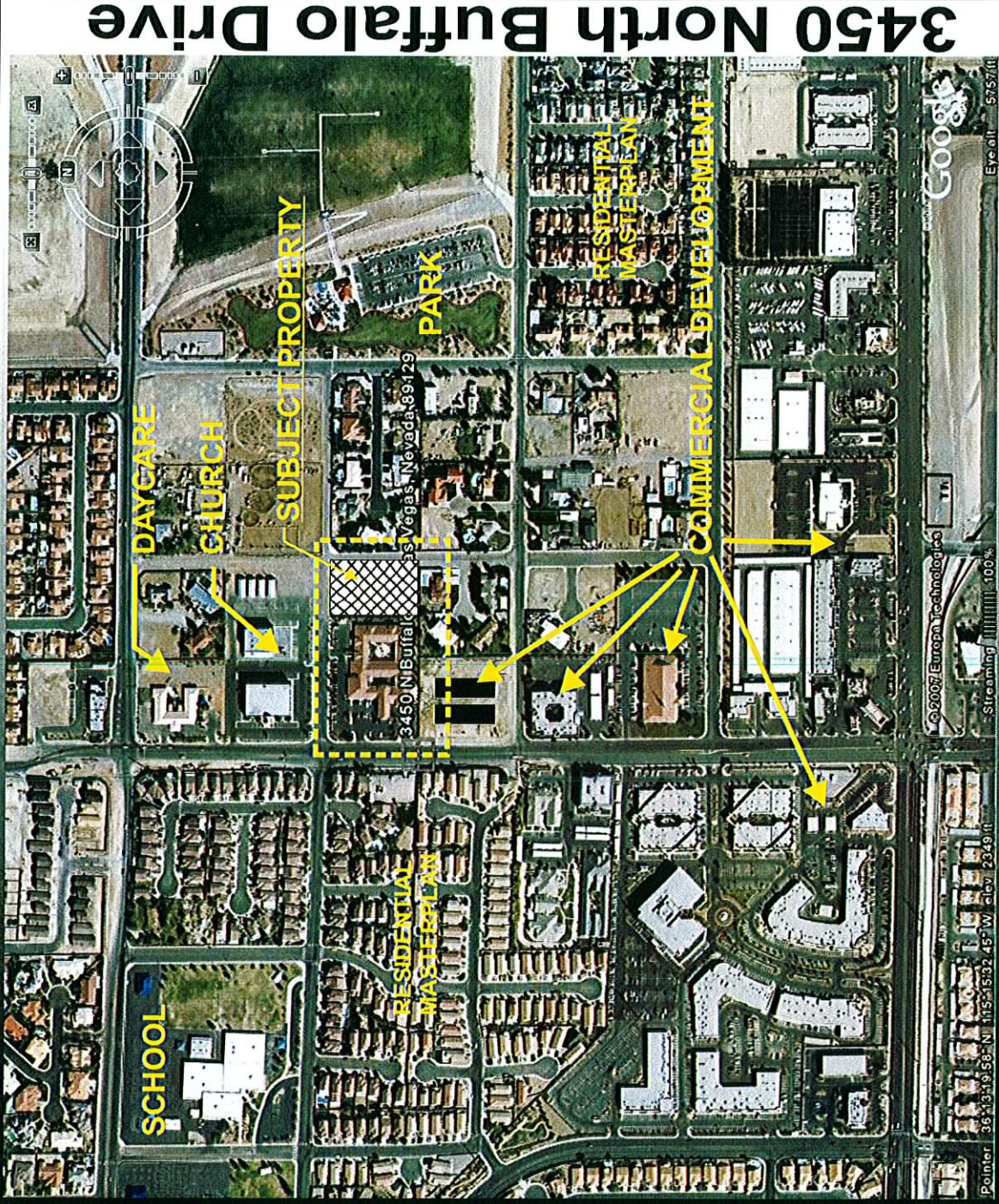
Directly Adjacent Uses:

Church and Recently constructed office complex. (Shown in black)

Other Uses in 1/2 mile

vicinity: Daycare, Other Office Facilities.

This Project was originally part of the Clark County Zoning Jurisdiction when it was constructed and then annexed to the CLV zoning jurisdiction. The Zoning classification was never amended.



Zoning Study

SUBJECT PROPERTY LOCATED AT 3450
NORTH BUFFALO DRIVE, LAS VEGAS, NV 89129
APN #: 138-10-301-018

NORTH



This property is zoned C-1 (Commercial) and falls within the **City of Las Vegas** zoning jurisdiction.

3570 North Buffalo Drive

This property is located 1 block north of subject property. It's current use is a Daycare for Children and is within the **Clark County** Zoning District and zoned R-E.

APN#: 13810301020

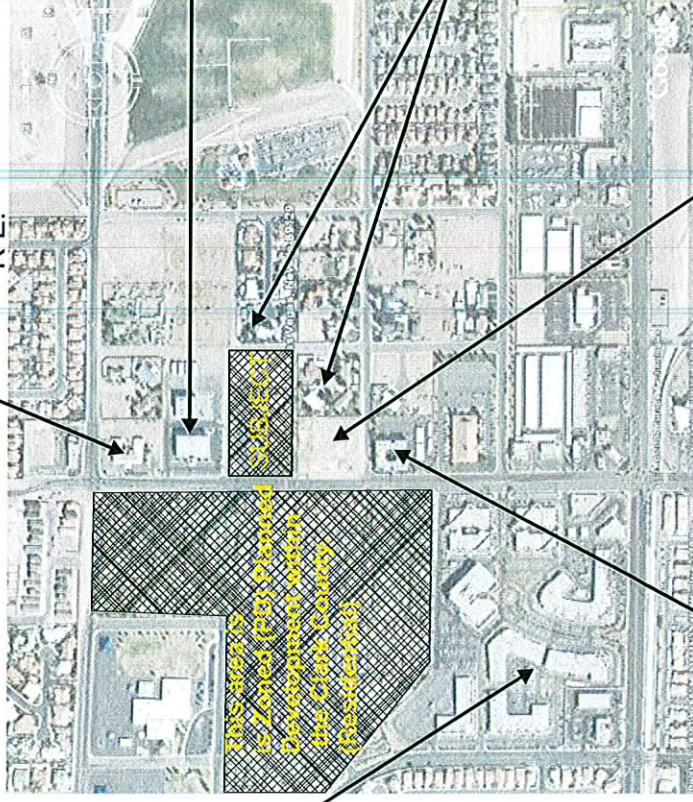
This property is located ½ block north of the subject property. It's current use is a church and falls within the **Clark County** zoning jurisdiction currently zoned R-E.

These properties are directly adjacent and across from the subject property and are zoned (R-E) Residential Estates within the **Clark County** Zoning Jurisdiction

One block directly south of the subject property exists a Professional Office Complex and Parking (P-R) which falls under the **City of Las Vegas** zoning jurisdiction. This property backs up to residential zoned parcels.

3424 North Buffalo Drive

Adjacent parcel to subject property-Zoning Classification of: (O) Office-This property backs up to (R-E) Residential Estates as classified by **Clark County** Zoning



Silver Hills Health Care Center- With the addition of 36 Beds, permissible under R-3 zoning (50 beds per unit acre per the CLV Zoning Title 19) at 17,466 SF, this facility wouldn't impose any greater traffic impact to this medium density area based on existing surrounding uses (i.e. Churches, professional offices, commercial uses). The design of the addition is consistent with the existing facility and sensitive to any surrounding residential structures. No opposition has been encountered with regards to this addition by the surrounding neighbors.

3450 North Buffalo Drive

Letters of Recognition

January 11, 2007

To the Staff of Silver Hills Care Center,

Friendly....Helpful....Accommodating....Reliable....Dependable....Experienced....
Pleasant....Considerate....Caring....Dedication....Compassion....I cannot find
enough adjectives to describe the staff at Silver Hills.

During the 6 months my father, _____ was in your care I
have been impressed with each member of the staff I have met. Everyone
was there to answer my questions and explain what I needed to know to
assist in making Dad's stay comfortable and nurturing.

I have enormous respect for each and every person working at Silver Hill.
The patience to work with the residents is pure devotion. I have never felt
like 'just another' relative or guest while visiting Daddy but part of the
overall family of Silver Hills. There are too many people to thank but several
standout....Both Lisa's, Gwen, Connie, George, Lynn, Phil, Camilla, all the
smiling receptionist, Loretta, Shannon, Roxanne and especially Tuesday
night Kathy (who I met for the first time). Kathy's explaining each "stage"
and what was happening or about to happen made Daddy's passing easier to
understand and except.

I thought our time together would be years not months but for these few
months I am forever grateful to everyone at Silver Hills.

Regards,

September 29, 2006

Mr. Kerry LaViolette
Silver Hills Health Care Center
3450 N. Buffalo Dr.
Las Vegas, NV 89129

Dear Mr. LaViolette

I want to take this opportunity to thank all of the people at Silver Hills who took such good care of my mother, while she was a resident there before she passed away September 16, 2006.

Their caring attitudes and professionalism made my mother's stay there easier both on her and on my family as well. I know that it was not a simple matter tending to her needs, but we never got the feeling that it was a burden on the staff at any time. They went about their jobs with a compassion that came through loud and clear that this was not just a job, but that they were caring for an individual who meant something to them.

Everyone we came in contact with showed such compassion, from Lisa Roberson, the Social Worker; Sharon, the Activities Director, who worked so hard to get the therapy dogs to come to visit my mother; Bobby, who provided transportation to bring my mother home for one last visit to see our dog; Bobbie, the wound nurse; RN's - Carol, who was with my mother when she passed and who showed such compassion by telling me that she did not die alone (which unbeknownst to her was a concern of mine), Dulce, Francesca, George, Leeza, Loretta, and Mita, all of whom made sure my mother was comfortable and not in pain; CNA's - Carmen, Elvia, Shannon, Sherrie and Thelma, who begged and pleaded with my mother to eat just a little bit more each time a meal was served; and Barbara in Housekeeping who always had a kind word of support for me whenever she saw me. I am sorry if I have inadvertently omitted anyone's name. Please know that everyone, whether mentioned by name or not is included in my gratitude.

They would always come into her room, whether or not she was their patient for that shift, just to see her smile when she saw them. It always seemed to give them a lift as well. Whenever they saw me in the hallway, they asked how she was doing and never failed to inquire how I was holding up. Besides my family and friends, it was to your staff's credit that I made it through that very stressful time. I know how busy they all were, but they never showed anything but kindness, sympathy, and compassion whenever it was needed. I bless them all.

Sincerely,

I especially want to
thank all of you, but
especially those of you
who took care of me
and made me the person
I am now. Without you
I could not of done it.

I can only say,
Of all the special ways
that gratitude can be
expressed, The simple
phrase "Thank You"
somehow seems to be
the best.

Again, Thank You,
Robert "Doc." Currier

Know why
I'm sending you
this little note?

For the weekend. Staff -
Just a small staff -
appreciation for taken a
You are giving my mother
Julia Lipkin (R. 100. 15).
Hope you enjoy the Amaretto -
Raspberry cake I baked this
morning.
Thank you, everyone.

Grathy Sachs

I want to Thank Lynne, Elean
For all your help on my leg
I want to thank Frannie, for a
the help with my arm and a
of hot coffee every morning.
I want to thank Larry for fixing
leg rest and oxygen, yahoo and
Matt, Blair for all their help too
elf I missed someone, I am
sarn. it was not meant to be



I hope you know
how much you're
appreciated.

Thank you so much!

Frank Ng +
Family

To: Gwen and All the Staffs.

Thank You

With sincere
appreciation
for your kindness.

Thank you very much

From:
Porcia and her
Daughters "

TO A
TERRIFIC STAFF-
THANKS FOR ALL
YOUR CARE +
ENCOURAGEMENT.
Sincerely,
Eulyn S. Ray

2/07

Because I owe you
a great big THANKS!

To:
all of those that took such
good care of me - many
many thanks! I'm doing OK
so far. So, good to be home.
... thanks to. With



9/21/06

Dear Kerry,

Thank you and your entire staff for the wonderful support and care you gave my husband.

Silver Hills is a pleasant, well run home. Always a smile and a helping hand. You are truly a family helping family.

We deeply appreciate all of you and we will miss you.

Sincerely,
H

10/11

Dear Nurses &

CM's -
Bobby, too -
Bless all of you for
being so wonderful to
my Joseph while he
was in your care -
You treated him with
love & special care
while in your care.
He passed away
October 8th at Mt. View
His Mass is at
St. Elizabeth Ann Seton
on Saturday, Oct 15th
at 11 AM -

Dear, dear "friends"



For all the
wonderful things

you do,

may God bless you!



Love all of you,
Kath Egan



8-05, 06

Dear Sharon, staff,
nurses, physical therapy,

Thank you for
making my 3 weeks so
fruitful. Your activities
were great. That game
No deal, deal was funny,
also Bingo.

I'm impressed how you
know everyone by first
name. Your care was
exceptional. I'm grateful
for the OT and PT.

Sincerely,

Norma Nelson



Dear Friends,

Feb. 3

I wanted to let you know how much your care and encouragement meant to Bob and me during all our months at Silver Hills. You always went the extra mile to help him and to bolster me up when times were toughest.

Your kindness is much appreciated and certainly won't be forgotten.

Love
Dennis

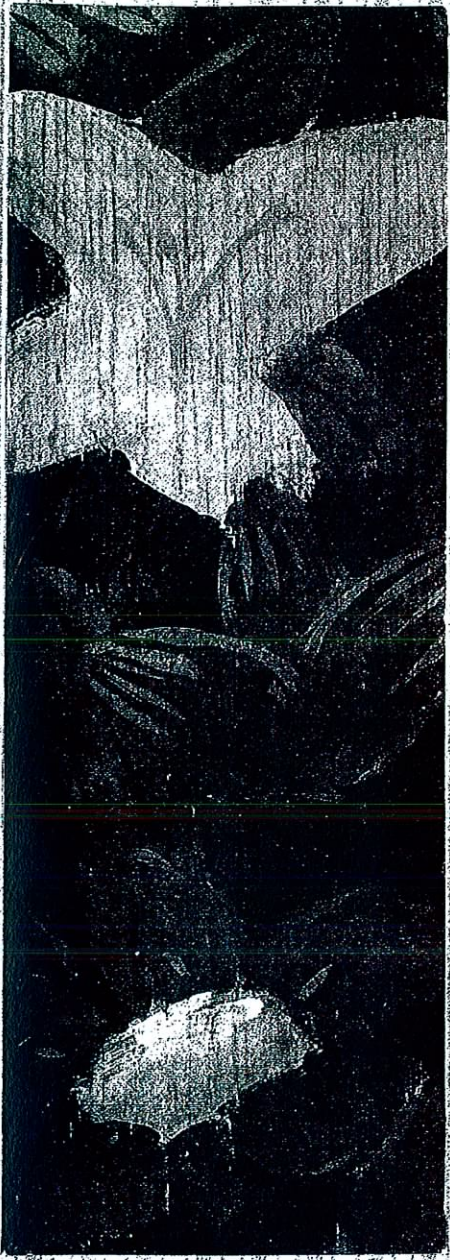
Your
thoughtfulness
will always be
remembered.

To The Entire
Staff

Too many names to mention how
you spent the hours taking
care of our Dearest Brother John.
Words cannot express the deep
feelings of appreciation you
have always given the utmost
care along with a warm smile
that will always be cherished.
Many warm thoughts go out
to all who have made my
brother's stay a memorable one.

You've touched my life
in so many ways,
and I want to thank you
so very much.

Sincerely Thanked
Bob, Anna, and (poorhub)
Kellie



SWEETNESS

To All,

From my heart to your heart...
THANK YOU.

We appreciate your
help and care, your
kindness your love,
Tom and Agnes Bristol

To Whom it may Concern
at this Time, I would
like to Commend the entire
staff at this facility for its
Cleanliness, efficiency & Caring.
Your Compassion in Caring for
those under your Custody
is highly exemplary, & of the
finest order. The work &

Happiness

BALANCE



friendliness & efficiency is
outstanding.

In particular, I would
commend Nurse? Reggie - Pickney
for his humanity & love he has
shown my wife - he is to be
of the finest of employees &
should be commended!

my heartfelt thanks & prayers
Ellen L. Bann

HARMONY

Many Thanks to You



Kerry
Your thoughtfulness
meant so much.

your staff is the best.
Thank you for a number
one run choice in caring
"loving" people. It made
my Mother's life one of comfort
and a reason to enjoy her life.

127-B Letta M. Johnston
daughter Beverly

COMPASSION

LOVE

Near Suver Sun says -

The family of Letha Snyder thanks each of you for the care and kindness given to my mother during her stay. Some of you I got to know well, others only in passing but your kindness did not go unnoticed. Your caring did not end with my mother. Many of you expressed your sympathy and shared a kind word with us at her passing. Thank you each one. I will keep you in my thoughts and prayers.

Sincerely
Janice & Bart
Cowan

Nov 4, '04

To: Kerry Lavolette
From: Micky Sedler

Thanks to Silver Hills for your care and concern these past 2 months for my husband Lee. One never knows the future may find us with you again.

You have a few poor employees, mostly good ones but a few that are outstanding. You can be proud to have Larry in physical therapy. The best C.N.A. by far is Shannon McAlpine. Add Brenda Piazza and Jane Soddora who helped us above and beyond. Jennifer Lant was very helpful as well. These 5 ladies are to be commended. We felt they really cared about our well being.

Happy Holidays and thank you again.

Thank you for Giving
to
Attention!
Mom!
Harriet
Borkowski



Happy Holidays

Jack &
Anita
Levy



Friday, July 23

Dear Kerry, I want to say

Again I want to say
thank you for making

my father's (GORDON LEAHAS)

stay at Silver Hills a

pleasant one. Although

we thought the visit

was going to be a "short"

one, you were accomoda-

ting with your space

for about 6 weeks! We

appreciate it.

I want to make a

special note of thanks

P.S. Alice is great at

the nurses station! Keep her!



It's not just
that you do things,
it's the wonderful way
you do them!

To Staff

from June Smith

Patient: Johnnie Lawrence

P.S. I can't say Thank You
enough.

37
USA



2004

© 2003 USPS



*Thanks for
your help!*

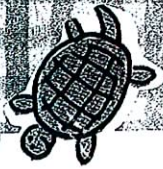
*Lanise (Lay) ▽
Bill Jonte
110A*

Attn: Kerry
Executive Director
Silver Hills

I failed to mention in
my previous correspondence
the outstanding nurse &
charge nurse (?) Ren or When.
(I don't know the correct
spelling). She is
exemplary - professional
and kind. Truly I
would say she is
the best of the best.

Thank you again
for kindness to my
mother, Ida Groman.

Sincerely,
Eunice Galby



March 22, 2005

Kerry Laviolette, R.N. B.S.
Executive Director
Silver Hills Health Care Center
3450 N. Buffalo Drive
Las Vegas, Nevada 89129

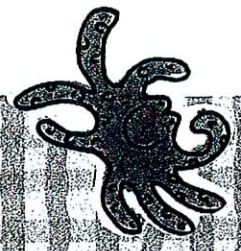
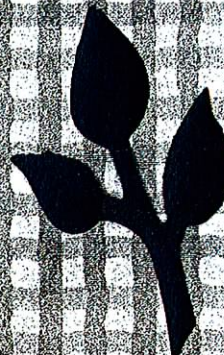
My husband, Billy K. Jones has been a resident of Silver Hills Health Care Center for over a month. During that time Ms. Fran Nichols, COTA/L and Mr. Blair Tompkins, PTA has been working with my husband on his rehabilitation. I want to express my thanks to both of them for their devotion and hard work in trying to get my husband to be self sufficient. He still has long ways to go but I have seen a major improvement since his admittance to Silver Hills. They both are very professional, perfectionists, caring and see each rehab work as a challenge. Please convey my thanks to both of them.

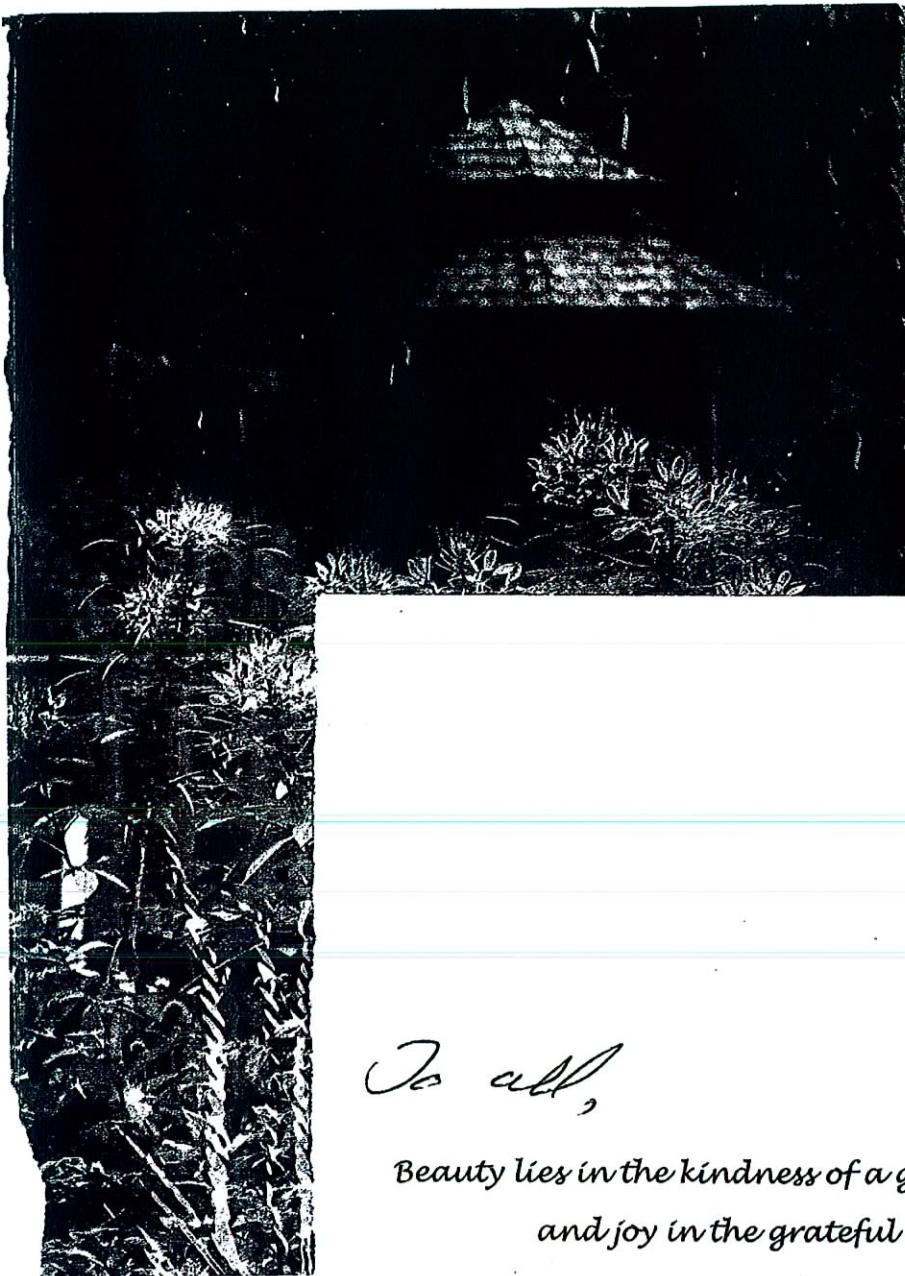
Sincerely,

A handwritten signature in cursive script, appearing to read "Faviye Jones".

Faviye (Fay) Jones

Cc: Ms. Andrea Ambrose, Facility Rehab director





To all,

Beauty lies in the kindness of a generous heart
and joy in the grateful heart.

Thank you

For your aid in my
recovery.

Much love

Nanda Nether

Thank You All For helping
my Luther.

The family of
LUTHER W. (Bud) CARMACK

*acknowledges with grateful
appreciation your kind expression
of sympathy*

DOROTHY CARMACK

Dear Pattie,

A note to thank you and the staff for the gracious and professional entry of my mother into your community. Everywhere I have been impressed by the professional concern and competence shown by the staff, as well as their humane concern for the residents. There are a lot of smiles around.

I can only hope my mother will take on the "can do" spirit of Silver Hills. I am grateful she is getting her care from all of you. My dad - ready looks better too - not as worried.

A basketful of thanks!

Sincerely,

Antoinette Hubbard
for Toni and George
Ziegler



October 19, 2005

Silver Hills Health Care Center
3450 North Buffalo Drive
Las Vegas, NV 89129

Dear Kerry,

Well, it has been a week since my mother left your facility. She spent over 8 weeks in your care and it is important for my brother and I to say thank you. The staff at Silver Hills is exceptional! Everyone, and I truly mean everyone, exceeds any standards I have observed these past 18 months in assorted Assisted Living facilities and Hospital's.

My mom was the happiest I had seen her in quite a while. In fact, while traveling to her new home, she said to me that she was going to miss everyone at Silver Hills. That was quite a statement from her. The Nurses, CNA's, Therapy specialists, and Administration all took such great care and showed genuine interest in her recovery. What a remarkable accomplishment to have the staff be so integrated into a cohesive, caring group of professionals.

I wish I could remember everyone's names, but I fear I would forget one. You know who you are! I want every single caretaker of my mom to know how special you are...you all have amazing gifts, and I for one am extremely grateful that there are dedicated people like you taking care of others in such a thoughtful manner. Your efforts are greatly appreciated. Kudos to ALL!!!

Much Kindness,



Evie (Matonovich) Dean

August 17, 2005

Kerry Lavolette, Executive Director
Silver Hills Health Care Center
3450 N. Buffalo Drive
Las Vegas, Nevada 89129

Dear Kerry:

Sorry for the delay in writing you this letter, but better late than never. My wife, Constance Wolf, was in your center between February 11 and March 11, 2005 in room 126B. I've been wanting to THANK YOU and YOUR ENTIRE STAFF for the incredible support and care you gave my wife during that month. We had been on a four day vacation in Las Vegas when my wife had congestive heart failure and was transferred to your facility after spending eleven days at Spring Valley Hospital on South Rainbow Blvd.. The care provided by so many wonderful people says a lot about you as the Director in setting the tone, selecting staff, and orienting staff to your philosophy of care. The homelike atmosphere, personal care and team work were incredible.

We can't say enough about the attention and care you ALL gave my wife AND me during her stay. This includes the moment she stepped into Silver Hills at 11:00 PM on a Friday night, as well as the thoughtful discharge process. I have to admit that when we arrived, I was a bit distressed being in a nursing home for the first time. But my feelings changed within minutes as the night staff admitting my wife responded to every need and concern, and made us feel comfortable at a most stressful time.

There are SO MANY people on your staff that deserve our gratitude that I'm not sure where to begin, and I'm concerned I'll miss some very important individuals. So if I miss anyone, please know that you ALL made a difference in my wife's rehabilitation and ability to return to our Santa Rosa, California home ... and you were a critical support to me throughout the entire time! Your receptionist was always welcoming and responsive. The nurses and CNA's worked so hard to respond to so many needs, they are a tremendous tribute to Silver Hills! Their personal care and expertise made such a difference in the minute to minute care of my wife. They were ALL wonderful, and we want to make special mention of Linda, Belen, Cora and the wound nurse (whose name I can't remember right now). Physical Therapists Lynne, Blair, Epsey, Elanor worked as a team to help Connie. OT's Noway started with Connie and Fran worked with Connie most of the time. Fran was very responsive to Connie's needs and provided us helpful suggestions.

Even though my wife didn't participate in activities, Sharon Ward respected her wishes and was a reassuring smiling face to see everyday making so many people experience their

lives to the fullest. Patricia Walls provided helpful and thorough information and her door was truly always open for questions or whatever. Ruth Bandle was flexible in allowing a manicurist to see my wife in her room. Betty McWilliams was always patient and responsive when I interrupted her work with my request for visitor lunches and dinners ... and providing written information in answer to questions about diet. Andrea Ambrose was extremely professional, patient and responsive in helping me with insurance company problems, and setting up OT and PT sessions for Connie. Tanya Rodriguez was similarly professional and helpful during the discharge process, working with Jennifer Lant at the last minute to work out last minute glitches on the day of discharge.

Please share our gratitude and appreciation with the staff.

THANK YOU FOR EVERYTHING!

Sincerely,

Adam & Connie Wolf
Adam and Connie Wolf

12/12/03

Dear Silver Hills Staff,

A huge warm and endless applause for your excellent work and accommodations. My mother, Antoinette (Toni) Ziegler, may be coming back, but even if she doesn't, you are a wonderful group of people. You are supportive, competent, professional, and pleasant. Thank you for your care.

We are encouraging my mother over at Summerlin in the hopes that she can continue at the intensive rehab level. We want to work her hard and see if we can get her home. RM 126B

She may not make it so then she will be coming back to your good care and just do it a bit more gently.

We would recommend Silver Hills as a good place and we intend to place anyone who counts how well you do.

Thanks again and Merry Christmas, Happy New Years, and Happy Holidays to all.

Antoinette Hubbard
Dave Hubbard
George Ziegler



ในสัปดาห์ที่ถึงปีใหม่
ขอแสดงความปรารถนาดีให้ท่าน และครอบครัว
ประสบแต่ความสุข ความเจริญ และโชคดีตลอดปีไทย

Wishing you a new year of happiness and prosperity.

THANK YOU
FOR ALL YOUR HELP
WITH ELNA SMITH
CAL & AEL
SMITH

P.S. THANKS TO ALL WHO
ARE INVOLVED REHAB. PROCESS.

WITH SPECIAL THANKS

to all of you



I want to thank
all of you,
not just for what you did,
which was wonderful,
but for the warmth
and the caring
you put into it.
You're all
very special people.

Thank you!

Helen Storey's Family

To all the staff who cared-
for my mother, Kate
Holdman, on behalf of
my Father and myself, I
would like to thank you
so much for all of your
caring help and kindness
you gave her in the
months she was there.
We miss her terribly
and take comfort in
knowing that she was
in good hands.

Thank you,

Shari Richardson
John Holdman.

January 14, 2006

Kerry Laviolette
Executive Director
Silver Hills Health Care Center
3450 N. Buffalo Drive
Las Vegas NV 89135

Dear Mr. Laviolette:

Please let us commend the excellent services and facility that you have at Silver Hills Care Center. We had had a difficult experience in a skilled nursing facility before and were quite nervous about having my mother in another facility. Our first impression began with the delightful greeting by the receptionist. From there we had an excellent tour with the Marketing Director and felt that all of our questions and concerns were addressed.

Upon my mother's arrival, there was an immediate intake assessment by the medical staff and the Physical Therapy staff. From there we experienced nothing but excellent care and concern on the part of the medical and nursing staff. The nurses are informed about the needs of the patients. They know them by name and treat them with respect and dignity. There are always social activities going on and I have especially enjoyed all the musical groups that come in during the week. The attention to the holidays was special and I am sure it made a difficult time of year much better for both families and patients.

The CNAs pay attention to the small details that make a difference, cleaning, dressing, hair care. The cleaning staff is always cleaning and several of my mother's guests commented on the clean smell and neatness of the facility. The food is fine and well-presented. The staff makes sure it is edible (cutting it up if necessary). The Physical Therapy staff did an amazing job in recovery. My mother is walking and competent in all of her activities of daily living and she did it in record time as far as we are concerned. Social Services helped with an easy exit.

We are fortunate that we were able to use Silver Hills and we cannot say enough wonderful things about the staff and its performance. We will actually miss having you all in our daily lives. You have all been a lovely and lively group to see every day.

Warmest regards,

Antoinette Hubbard

Antoinette and Dave Hubbard

Toni and George Ziegler

Cc: Bureau of Licensure
Dr. Christopher Choi, Medical Director

Dear Physical Therapy Stars ★ We want to thank you for the exceptional care and workout you gave my mother. From the feeble first days to the wheelchair "terror" of the hallways, you have all provided support, encouragement, and outstanding expertise and competence. We didn't think we could get so far in restoring my mother to real life and so soon (we had envisioned months - lots). You all did the right things at the right time and the hard things at the right time. We all hated those days of enforced sitting, but it has been worth it.

There are so many skills in the back and so many successes out here now in the world. You all do a fabulous job and face all the challenges with

Thank you,

from the bottom of ^{our} hearts!

a smile. Thank you for all your hard work. We are deeply grateful. We wish you blessings, good health, and lots more successes.

Antoinette and Dave Hubbard
Toni and George Ziegler

Dear Members of the Admin Staff including the cheerful receptionists, the Executive Director, Marketing/Admissions Director, Activities Director, Housekeeping, Culinary, Transportation, and anyone else who supports Silver Hills,

We are very grateful for the care you gave my mother from first impressions walking through the door, extended time to tour and answer questions, continued hellos from cleaning staff (who are always cleaning and it looks great), food preparation*, jovial bus drivers, pleasant laundry staff, and all the office staff who provide the daily support to keep life going.

Silver Hills is a well-run, easily accessed place. We marveled at how things ran well and everyone seemed to be pleasant and helpful. We are so impressed

Thank You

and so thankful you were all the people you were. You made hard times much easier. We wish you all happiness and blessings. Antoinette and Dave Hubbard
George and Toni Ziegler

+ Social Services w/access (what a concept!)
and the Executive Director who appears ;

* great hamburgers and pasta according to the patient ;

Dear Wonderful Nursing
Staff including Charge
Nurses, CNAs, Med
Nurses, Floor Nurses,
and everyone who helps
care for patients,

You are all fantas-
tic. When my mother
arrived and really needed
extraordinary care, you
were all there for the
bad days and the worst
days. When she got

better, you were there for
the humor, encouragement,
and daily care. There
were always smiles, a

THANK YOU

helping hand(s), a bit
of information, and a
quick response.

We so deeply appre-
ciate all of you. We will
miss you all and wish
you all so many good
joys and blessings in your
lives. Antoinette & Dave Hubbard

Toni and George Liegler

January 14, 2006

Dr. Christopher Choi, Medical Director
Silver Hills Health Center
3450 N. Buffalo Drive
Las Vegas NV 89129

Dear Dr. Choi:

Please allow our family to express its deep gratitude and appreciation for the excellent care you have provided during my mother's (Antoinette Ziegler) rehabilitation at Silver Hills. From the very beginning you gave us clear information about her condition. You were always available to confer with us during your rounds and we were able to access any additional information in the up-to-date records at the nurses' station. We were able to understand what was happening and what we had to do to encourage her recovery.

We believe that the quality of the nursing staff is also outstanding. Everyone is helpful and cooperative, ready to lend a hand during their always busy schedule. The staff know the names of the patients. There are always smiles and hellos in the hallways. The medications are administered competently. The charge nurses were helpful in arranging the outpatient visits to my mother's orthopedic surgeon and we always felt that any other doctors involved in her care were in the information loop. We can also commend the checking out process. We were able to take my mother home with a full knowledge of what was happening; we had appropriate prescriptions and the next steps to follow.

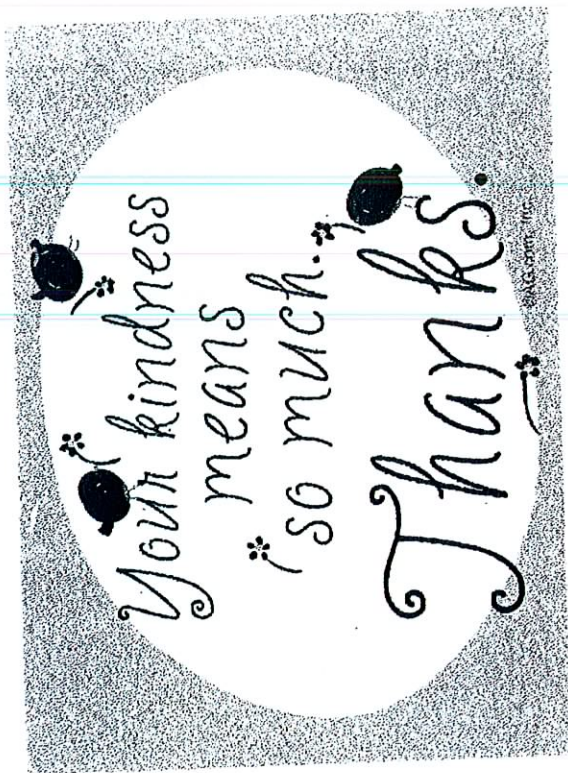
Although we hope we won't have to face any more family emergencies any time soon, we know that we would receive excellent care at Silver Hills. Please let us thank you again for the outstanding care we received. Feel free to use this letter for any recommendations or licensing support you may need. We are deeply grateful for my mother's care and recovery.

Sincerely,


Antoinette and Dave Hubbard
George and Toni Ziegler

Cc: Kerry Laviolette, Executive Director/Silver Hills
Bureau of Licensing: Nursing Home Administration

SILVER HILLS STAFF



Many, many thanks to Dr Choi and Dr Ross for bringing Toni back to herself. To nurses Melissa, Cisz, Vren, Gaila and my helpful advisor Loretta.

... To PT Lynne, Noe, Larry for patience, restoration and laughter.

... To the "cookie lady" Lorna, Francesca, the "watchful eye" Vicki, smiling Houda, helpful Shannon, and a special hug for "Mama" Carmen.

... For all the other staff I can't name but appreciate the kindness and help they all gave to Toni. Thanks a bunch... George Ziegler

In Loving Memory of
Hollis Wagstaff



August 3, 1926
March 8, 2006

God saw he was getting tired a cure was not to
be, So He put His arms around him and
whispered "Come with Me". With tearful eyes we
watched him suffer, and saw him fade away,
although we loved him dearly, we could not make
him stay. A golden heart stopped beating, hard
working hands to rest. God broke our hearts
to prove to us, He only takes the best.

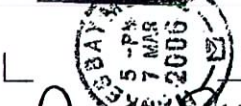
Palm Mortuary
Las Vegas, Nevada

*To thank you
for your kindness and sympathy
at a time when it was
deeply appreciated*

*To: the Staff
Silver Hills Healthcare Center*

*Thanks also for the
service you gave my
husband.*

*Best regards,
Betty M. Wagstaff*



Silver Hills Inn
3450 N. 3rd St.
Las Vegas, NV 89129

NAPIER VIEWS

At left, the park on the seafloor, with its special feature - the Tom Parker memorial mountain.
Centre - looking from the beach at the 'Art Deco' buildings - typical of the Napier seafloor.
Lower centre - the park in the afternoon, with Bluff Hill seen in the background.
At right, the Tom Parker fountain is a magnet on Friday and Saturday nights, with its colourful displays. Here it is in a red mode.



187
NEW ZEALAND

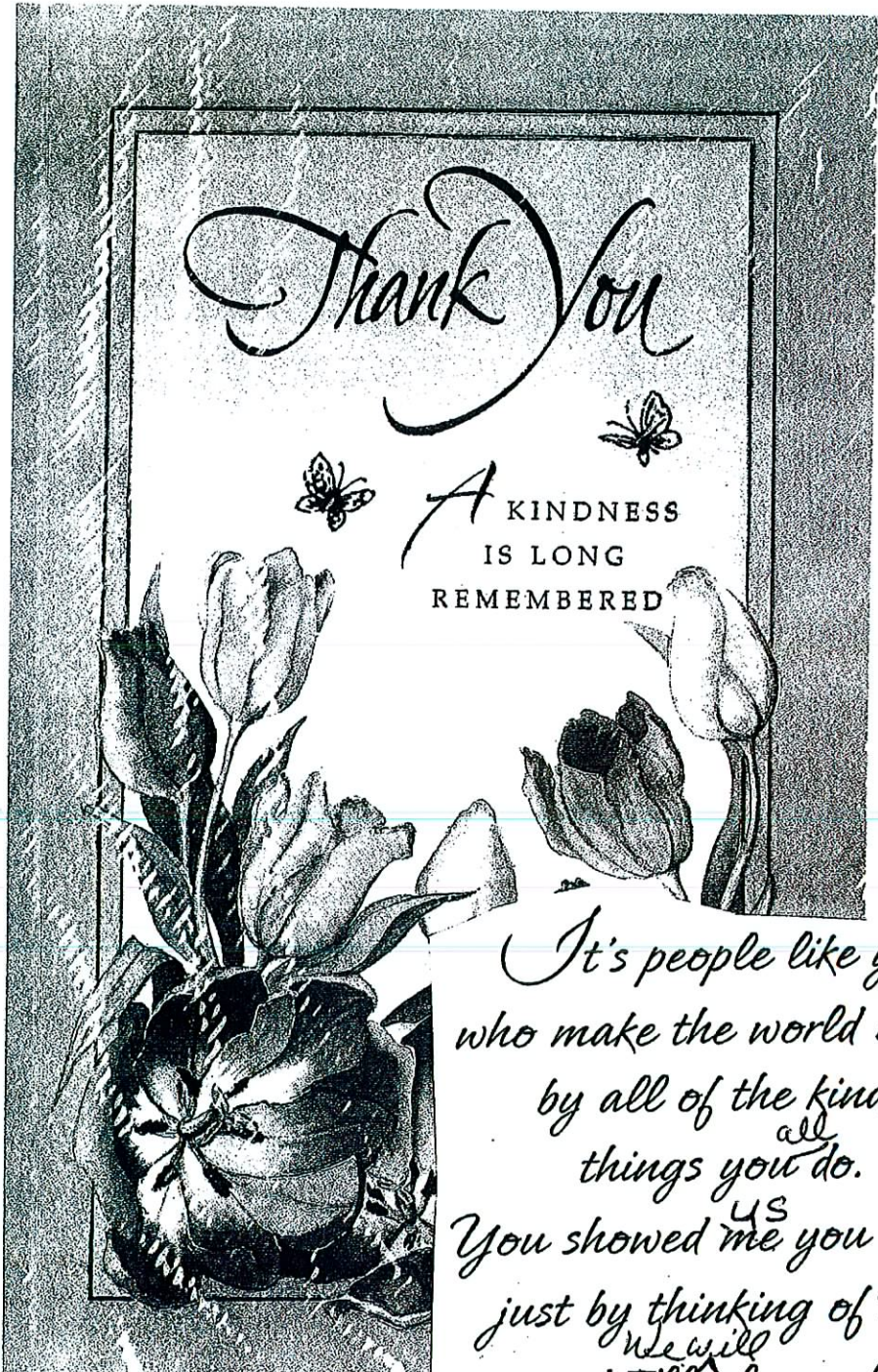
"SOUTHERN EDITION"®

CARDS

HOTOGRAPHY AND DESIGN
BOB BERESEFORD
Box 33-136, Barrington, Christchurch.

Dec 5 1931
Dear Silver Hills Staff,
Greetings from Napier.
We are in the midst of
the last days of summer.
It's about 80° today and
everyone thinks it is far
too hot. The city was
destroyed by an earthquake in
1931 and rebuilt in the Art
Deco style. Every year there is
an Art Deco festival w/ everyone
dressing up in 20s/30s clothes.
Thanks again for your excellent
care of my mother. Because of
your help, we are able to be
enjoying our trip. Warm regards
Antoinette & Dave Hubbard





Thank You

A KINDNESS
IS LONG
REMEMBERED

*It's people like you
who make the world better
by all of the kind
things you ^{all} do.*

*You showed ^{us} me you cared
just by thinking of me, ^{Theresa}
^{we will} and I'll always be
grateful to ^{all of} you.*

Respectfully,

*Theresa Schlegel
loving sisters.*