

Robert and Edra Estabrooks

2004 Audubon Ave,

Monarch Landing, Apt 429

Naperville, IL 60563

September 1, 2012

**RECEIVED**

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HEALTH FACILITIES &  
SERVICES REVIEW BOARD

Chairman Dale Galassie

Illinois Health Facilities and Services Review Board

525 West Jefferson Street, 2<sup>nd</sup> Floor

Springfield, Illinois 62761

Subject: The Healthcare Center at Monarch Landing, Project Number 12-036

We write in support of approval of the Certificate of Need for the addition of Skilled Nursing services at Monarch Landing in Naperville, Illinois.

My wife and I are Independent Living residents at Monarch Landing. We have been in this retirement community for nearly three years and find it a high quality community that meets our current physical, emotional, spiritual and cultural expectations through mutual support among residents and staff.

We came into Monarch Landing for several reasons and expectations:

- (1) The promises made including those in offering documents to us and others for the continuum of care if and when needed were major components of our decision to move to Monarch- to include on-site quality Assisted Living and Skilled Nursing services.
- (2) We believe the availability of Skilled Nursing on this campus will lead to better outcomes for the patient as a result of care of nursing staff, practical access of spouses and convenient support of family and friends from within the community. To require a spouse to travel to another place to visit a sick partner is both very tiring and inconvenient and also takes an emotional toll. We have seen this outsourcing wearing heavily on families at Monarch Landing and in other situations.
- (3) The availability of the continuum of services will give greater flexibility to the highest quality of holistic care necessary for physical, emotional, spiritual and cognitive impairment health issues.
- (4) As the residents of this community "age in place" and new residents increase the Independent Living population there will be a greater need for Skilled Nursing services.

We therefore urge the quick approval of the Certificate of Need for Monarch Landing Skilled Nursing services.

*Edra Estabrooks*

*Robert Estabrooks*

Robert and Edra Estabrooks

**Mr. Valentine A. Gilpin  
2044 Audubon Ave, Apt 407  
Naperville IL, 60563**

August 29, 2012

Chairman Dale Galassie  
Illinois Health Facilities and Services Review Board  
525 West Jefferson Street, 2<sup>nd</sup> Floor  
Springfield, IL 62761

RE: Healthcare Center at Monarch Landing, Project Number 12-036

Dear Chairman Galassie,

As a new resident of Monarch Landing, I strongly support the proposed Healthcare Center at Monarch Landing. This proposed expansion of assisted living, including skilled nursing services, was one of the main reasons I chose Monarch Landing when I relocated to Naperville from Texas. It is hard for me to believe that with millions of Baby Boomers scheduled to reach the age where assisted living, including skilled nursing services, will be needed, that the Illinois Health Facilities and Services Review Board would not approve Monarch Landing's proposal to provide these facilities. There are not many reasons for seniors to spend their golden years in the Chicago suburbs. Taxes are high, traffic is difficult and the weather is trying. Quality healthcare is one of the few draws to this area. I urge you to maintain one of this area's few competitive advantages by approving the Healthcare Center at Monarch Landing, Project Number 12-036.

Regards,



Valentine A. Gilpin

CC: Renee Cisewski

August 30, 2012

Chairman Dale Galassie  
IL Health Facilities and Services Review Board  
525 West Jefferson Street, 2<sup>nd</sup> Floor  
Springfield, IL 62761

Dear Chairman Galassie:

**RE: The Healthcare Center at Monarch Landing, Project Number 12-036**

My experience with healthcare centers is: If you're out of the hospital and need rehab, healthcare centers are great. You get good care. If you're in for long-term care, they are too crowded and there's not enough staff.

My sister-in-law was at Monarch Care in Hinsdale for four years. My husband and I went in every day. When she needed help she would put the light on and no one came. Sometimes it would be forty-five minutes before she got help. I would go out and try to get her help. Nurses do not help. It's the aides that care for the patients. I asked why they were so slow, and they explained they were assigned so many patients and sometimes it took longer than they anticipated. They were so short-handed and didn't have enough help.

My brother was in a nursing and rehab center here in Naperville, and if I didn't go in every day he would have been neglected. I would never go to one of them for long-care.

If you're at the end of your life you should be treated with dignity. We have over four hundred residents at Monarch Landing, many of us are in wheelchairs and use walkers. We're growing and we have a need for a health center. This is my family and I don't want to leave here.

Sincerely,



Rosemary Benson  
Monarch Landing  
2033 Butterfly Lane – CC 412  
Naperville, IL 60563

August 29, 2012

To Chairman Dale Galassie:

This letter is in regards to The Healthcare Center at Monarch Landing, Project Number 12-036. I feel there is an honest need for a Healthcare Center at Monarch Landing.

There is the case of a spouse attempting to take care of a loved one which is reaching the point of needing Skilled Nurse help. The "healthy" spouse doesn't want to see her husband moved to a nursing home where she won't be able to see him. She doesn't drive and would have to pay for transportation for each visit. Time wise he probably won't be helped with a health center here but there will be more cases like this. A Health Center here would keep families together.

I understand that there is a nursing home in the area that is filled and there is a waiting list. That speaks for itself that there is a need for another qualified nursing home in the area.

I would like to relate an incident involving my husband (and in turn me). After being in a bad automobile accident he was sent from the hospital to a nursing home in the area nearby for 2&1/2 months having been moved to three different rooms. The last two weeks into a three person room. When I helped him get ready for bed, his chest was completely bright red and full of "sores". In the discharge papers there was not one mention of any problem and the head nurse *made no mention of it. I finally took him to a dermatologist and then found out that he had been sent home with scabies with no mention of what I should do to help the situation. We need to do better than that.*

Thank you for taking into consideration the need for a Health Center at Monarch Landing.

Sincerely,



Viola Christensen

Viola Christensen  
2033 Butterfly Lane 206  
Naperville, IL 60563

August 30, 2012

Chairman Dale Galassie  
Illinois Health Facilities and Services Review Board  
525 W. Jefferson St., 2<sup>nd</sup> Floor  
Springfield, IL 62761

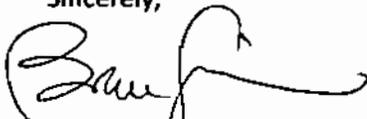
Dear Chairman Galassie,

I am taking this opportunity to bring to your attention the need and my support for a Certificate of Need (CON) application for Monarch Landing's Heath Center, specifically the Healthcare Center at Monarch Landing, Project number 12-036. Currently, both of my elderly parents reside at Monarch Landing in Naperville, Illinois.

With both of my parents living in a retirement community, I feel it is crucial for my parent to have skilled nursing and feel it is essential for Monarch Landing to establish a Health Care Center for them. It is very important that Monarch is able to provide the highest quality of care as a continuation of primary medical care for my parents. In addition, a comprehensive and holistic continuum of services will provide an environment for optimal social, emotional, spiritual and physical health and wellness.

Thank you for your attention to this matter.

Sincerely,



Breck Spindler