October 5, 2018

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative health care of McHenry Project No. #18-016

Dear Ms. Avery,

My name is Jenneen Hansen and I have worked in senior living for the past 20 years in the McHenry area. I am writing this letter out of concern for the proposed new nursing center project in McHenry. I work very closely with the Springs at Crystal Lake, I send many patients in need of rehabilitation to their facility. I choose to send my residents only to places that have proven their quality and dedication to their patients. The Springs at Crystal Lake is the best rehab facility in our area. They have excellent outcomes and a proven track record.

The Springs makes the referral process very easy for us, they even visit their patients in the hospital before going to rehab. They welcome our staff into the building to visit our residents and communicate with our nurses and care managers ensuring a safe return to their homes. I have had many families and residents return from the Springs and tell me how well they were cared for.

I was informed of the possible opening of a new skilled nursing center in McHenry. The Springs has been serving the community for many years and their reputation is excellent. They have recently invested in their building, creating a warm and welcoming environment for their patients. I would be against any other facility being built that would harm business for the Springs. They have proven to be a place of integrity and reliability in the community. This is why I felt it necessary to voice my opinion.

I appreciate you taking the time to read this letter.

Sincerely,

Jenneen Hansen
Director of Community Relations
Azpira Place of Lake Zurich

October 5, 2018

RECEIVED
OCT 09 2018
HEALTH FACILITIES &
SERVICES REVIEW BOARD

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative health care of McHenry Project No. 18-016

Dear Ms. Avery,

My husband was recently a patient at the Springs at Crystal Lake Rehab Center. He was transferred there from the hospital after an illness. He was unable to go home and needed to be stronger in order to maintain his independence. The Springs made is so easy for us to transition from the hospital to their rehab center. Once at the hospital, a representative came to visit me and assured me that everything had been taken care of regarding my transition. While at the Springs, he received wonderful therapy and care by their staff. He was able to return home with ease and confidence. We would go nowhere else but the Springs for rehab. They have a proven track record in the community and have proven to us that they are the best in the area.

We are against any other skilled nursing center being built in the area that would negatively affect the Springs at Crystal Lake.

Thank you for your time and consideration.

Sincerely,

Ute Culver

Ute Culver
Wonder Lake, IL

October 7, 2018

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative health care of McHenry Project No. #18-016

Dear Ms. Avery,

I am writing this letter out of concern for the proposed new nursing center project in McHenry. I have worked with the Springs at Crystal Lake for 15 years. I have sent patients there and have assisted patients who need home health care following their stay. The Springs at Crystal Lake is the top rehab facility in our area. They have a great reputation in the community, and have for years.

I was informed of the possible opening of a new skilled nursing center in McHenry. I do not believe the area would support another nursing center without hurting the current businesses in the area. I would be against any other facility being built that would harm business for the Springs. I work with all of the other Skilled Nursing Centers in the area, and they are rarely at capacity. The Springs has never had to turn one of my patients away because they were full. They always have open beds. They have recently made investments in their building, and a new center would be detrimental to their business. They are a very important and reliable service provider for the community.

Thank you for your time.

Sincerely,

Hyun Chong
Owner
Ultracare Home Health and Rehab

October 5, 2018

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative Health Care of McHenry Project No. #18-016

Dear Ms. Avery,

My name is Heather McDougall, I have been employed by the Springs at Crystal Lake Rehab Center for over 10 years. Being part of the Social Services Department, I help transition patients back into the community and into their homes.

It was with sadness that we heard of the possible opening of a new skilled nursing center in McHenry. The Springs has been serving our community for about 30 years and it is our good reputation and commitment that keeps patients needing rehabilitation coming back to us. I do not believe there are enough patients requiring our services in the area to maintain our business as well as a new larger business just down the street. We are not a full community, which means we always have beds open to accommodate the patients who need rehab. For this reason, I believe it may be very detrimental to our business, and of course our employment, if this new nursing center is approved.

I hope that you understand why I felt it was necessary to voice my concerns as well as the concerns of most of the staff at the Springs. We would like to continue to serve our patients and provide the proven care and outcomes they deserve.

Thank you for your time.

Sincerely,

Heather McDougall

Heather McDougall
Social Services
The Springs at Crystal Lake Rehab Center

October 5, 2018

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative health care of McHenry Project No. #18-016

Dear Ms. Avery,

I am writing this letter out of concern for the proposed new nursing center project in McHenry. I work for an outpatient physical therapy center, but have worked in healthcare for many years. I work very closely with the nursing centers in the McHenry County area. I send many patients in need of rehabilitation to their facilities. The Springs at Crystal Lake is the best rehab facility in our area. They have an excellent reputation.

I was informed of the possible opening of a new skilled nursing center in McHenry. This surprised me, as I work with many of the rehab facilities in McHenry County and they always have beds available. They are never at capacity. I do not believe the area would support another nursing center without being a detriment to the other businesses in the area. I would be against any other facility being built that would jeopardize the current skilled nursing centers in McHenry County.

Thank you for your time.

Sincerely,

Renee Swanson
Director of Community Relations
1st Choice Fysical Therapy

October 6, 2018

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative Health Care of McHenry Project No. #18-016

Dear Ms. Avery,

I am writing this letter regarding the proposed new Skilled Nursing Center in McHenry. I work for Rehabcare, a therapy company that services skilled nursing centers. I have worked in the McHenry County area for the last few years and know many therapists that work for skilled nursing centers. I was surprised to hear that a new SNF was being considered in McHenry. I know that the current facilities are not at occupancy and always have beds available. I know that opening another Skilled Nursing Center would be detrimental to the established businesses in the area. I do not support a new skilled nursing center in McHenry

Thank you.

Sincerely,

MS CCC-SLP

Scott Palahniuk
Therapy Director
Rehabcare

October 8, 2018

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative Health Care of McHenry Project No. #18-016

Dear Ms. Avery,

I am writing this letter in opposition of the proposed skilled nursing center in McHenry. I work for The Springs at Crystal Lake, but also have had family members who needed our services. I understand both being a patient and being a caregiver.

We are always striving to provide excellent service as well as keep enough patients in house to thrive. I do not believe there are enough patients requiring our services in the area to maintain our business. We are not a full community, which means we always have beds open to accommodate the patients who need rehab. I am concerned about my employment and also our future if this new nursing center is approved.

We have recently made large investments in the building, modernizing and making it more comfortable for our residents. We have been in the community for many years and have a great reputation. This is why I am against the proposed facility in McHenry.

Thank you for your time.

Sincerely,

Rachel Doerr

Rachel Doerr, CNA
Director of Admissions
The Springs at Crystal Lake Rehab Center

October 8, 2018

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 w. Jefferson St., 2nd Floor
Springfield, IL 62761

RE: Transformative Health Care of McHenry Project No. #18-016

Dear Ms. Avery,

I am writing this letter regarding the proposed new Skilled Nursing Center in McHenry. I am currently employed with The Springs at Crystal Lake Rehab Center. I am the hospital liaison, which requires me to visit patients in the hospital along with the representatives from the other skilled nursing centers in McHenry County. All of these other facilities are never at capacity. They all visit the hospital because they have beds available. I know that opening another Skilled Nursing Center would be detrimental to the established businesses in the area. I do not believe that there are enough patients requiring services currently, based on the information gathered from other facilities as well as our own.

This proposed center would put our business and employees in difficult place. We have served the community for over 20 years and have a great reputation. I am strongly opposed to this project.

Thank you.

Sincerely,

Amie Eguizabal
Director of Community Relations/ Hospital Liaison
The Springs at Crystal Lake Rehab Center