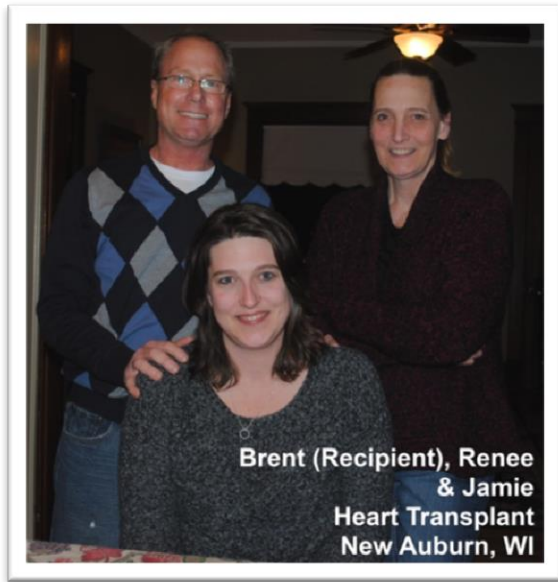


Dear Cindy and family,

I want to thank you for all you and the Restoring Hope Transplant House have done for my family. Mostly I want to thank you for taking care of my wife and daughter after my heart transplant. You gave them a warm and caring environment where they could talk with other families and transplant patients. It was a place to comfort them at a time when they were scared. A hotel is a lonely place. Besides comforting them, you made sure they always had



something to eat before they headed out for another long day at the hospital. I can't thank you, Brian, and Eric enough for doing what no one else could do.

After I was released from the hospital you provided me with a safe environment. It was, and is, cleaner and safer than any 5 star hotel I have ever been in! Filtered water, single use hand towels, Purell in every corner was just a start. The walk in shower with a chair, removable shower head and hand rails made it possible for me to shower. A chair in the bathroom to sit on was a small but absolutely necessary detail for me. Restoring hope was the perfect place for

me. I also found comfort in talking with other families, patients and your family. It felt like home and still does.

Beyond the comforting environment, you saved my family about \$1500 in expenses this first month. Health insurance covers a lot, but no one understands the hidden costs that can bankrupt a family. Neither my wife nor I had any income during this month long stay. Restoring hope was a godsend for us. I wish we had found out about you before we wasted \$1,000 we didn't have, in additional hotel and travel expenses. We actually heard about you from a friend of a relative 200 miles away. I can't even imagine the hell it was for my girls those first two weeks all alone in the hotel. I tear up every time I think about it.

As the patient my experience was a cake walk compared to that of my family. Thank you for taking care of them when I couldn't. Thank you again for giving me a safe, friendly and affordable place to stay for my many checkups. You guys are the best.

Most sincerely,

Brent
Heart Transplant Recipient
New Auburn, WI