

## **Carlton Senior Living**

Improved Wake: **73%**  
Improved Sleep: **91%**  
Increased Engagement: **55%**  
Increased Satisfaction in dining area: **100%**  
Reduced Negative behaviors in dining area: **64%**  
Would Recommend MusicFirst: **100%**  
Increased participation in activities: **73%**  
Decreased agitation in activities: **82%**  
Increased enjoyment in activities: **73%**

Coro Health,

On behalf of Carlton Plaza of San Jose's Management Team, we would like to thank your company for the wonderful Coro Health Music that you have offered. It's been just a couple of days since the new tool was installed in our community but we already see a difference with positive results for our residents. It is our pride and joy to see that our residents are happy seeming to be filled with the love and care that we are providing for them and for the staff that they are enjoying what they're doing for the residents.

Also, we would like to thank Debi Cost, for the wonderful training that she did with our staff and for answering our questions to the best of her knowledge. Debi is so knowledgeable and we could all see her dedication and true belief in this wonderful music therapy program! We really enjoyed and appreciate being able to meet her in person and have first hand training from a wonderful person!

We are truly grateful that we have this new program in place in our community and this truly will make a difference not only in our residents lives but with their families, friends and our staff, who are really taking care and loving them from the very start.

Thank you so much!!!  
Regards,  
Shey and Gaby  
Sheryl Khoo - Our House Manager

Jayne, (Regional Director)

This is a separate e-mail for you;-). Sorry if this is late, I just had my Pub Pro training yesterday and wasn't able to update you regarding some of the positive results that I have seen with some of the residents when we started the Coro Health music.

I came in around 9:15am and went to the OH dining room for my usual routine of checking first my Our House residents and staff before I go to my cave (OH

office!!! ;-). The Coro music was on Energetic Classical and was surprised with Lillia McCracken. She said "Hi" to me and was smiling and tapping the table and following the rhythm that was being played. I called the staff and they were surprised too because it's very rare for Lillia to smile, say hi and follow whatever music that was being played.

She was really happy and smiling all day yesterday that was very rare to see everyday. I informed Gaby immediately because for me it is an experience that is not happening everyday but I was so happy that at least even for one day, I saw Lillia's happiness. ;-)

That's the power of music!!! I think I need one too in my office...music of Bruno Mars, Snoop Dog, Nicki Minaj, Rihanna and Katy Perry...I'll be more excited to work...hahaha. Just want to share with you lovely ladies!!!

Sheryl G. Khoo