



Cindy Dimmitt

*~ An Open Letter to Heidi &
Dr. Louis Du Brey ~*

To merely 'thank you' for your services over the past fifteen years would be a tremendous oversight on my part. I would like the community of Klamath Falls and beyond to know exactly how honored they should be to have a business, such as yours, that operates with a sound business ethic, impeccable integrity and heartfelt concern for the people that you serve.

Because of the service you both give to our community and because of the service I perform for our community, our paths have crossed many times. More than several ladies from Quail Ridge have been steady customers of yours and I have

always delighted in bringing them to see you knowing they would receive the utmost care and concern for their hearing problems.

My poor hearing, on the other hand, was not a problem I thought I needed to attend to. After all, everyone else just mumbled, whispered or plain didn't speak loud enough "on purpose!" Sound familiar? If it weren't for your gentle persuasion and perseverance in showing me just how much I was missing, I would still be out on the back porch, banging my head against the wall, wishing everyone would simply speak up! I used to think that drummers in rock-n-roll bands were the ones that suffered the most hearing loss. Did I ever think it could be genetic? Nope, not a chance. But all I had to do was look no further than my parents to discover that what you were saying was exactly true.

Your gracious way of explaining away my questions and making sure I understood the smallest of details was extremely reassuring – particularly for someone with a great deal of fear for the unknown! The fact that I went through 3 pairs of hearing aids, however, would be a great story for another publication!

Thank you from the bottom of my heart for your special connection to all of us that need help with our hearing.

*Cindy Dimmitt, Provider
QUAIL RIDGE ADULT CARE*