

## PERSONAL RECOMMENDATION LETTER FOR ETD Home Care Inc.

Dear Olivia and Marinell,

This is a belated thank you for the wonderful care you gave my mother and I hope it will give prospective families a view of the quality of your services.

My mother had lived with us for ten years when her declining health necessitated that she move to a setting where she could get more comprehensive care. Upon the recommendation of a friend, I visited your home and after talking with you knew that this was the best place for her. My brothers met you and agreed and we all remain thankful and appreciative for the care that you gave her for two and a half years.

People new to the Adult Family Home alternative may not fully appreciate the significance of an owner living in the home and providing care and supervision. There is a qualitative difference when the owner is providing and ensuring high quality services on site versus dropping in during the day to monitor lower paid personal care staff. Your home is spotless and everyone there is clean and well cared for. Your attention to detail and high quality standards are exemplary. You consistently demonstrate excellent judgment on medical issues and were proactive in dealing with my mother's health changes. I appreciated you transporting her to her many medical appointments as this was a frequent and not easy task as she became considerably less mobile. Sometimes I would meet you at these appointments and many times not. Communications were always clear between us and we were always on the same page due to your professional follow through, clear communication and understanding of medical issues.

People living in your home are treated like family. The fact that they are all referred to as grandmas and grandpas sets the tone for respectful care. My mother, Grandma Margaret, loved the fact that your family was there. She thoroughly enjoyed reading to Megan and Nathan and loved being around them.

The food you serve is excellent and high quality. Mother loved fresh fruits and vegetables and you always have an abundance of both. I liked the fact that you catered to her preferences. She always had a salad for lunch while others preferred something else and had that. I can't count the times we had family dinners at your house with my mom but it was always special and fun. Her 90<sup>th</sup> birthday was really a highlight when we invited her nieces and their families from Oregon, good friends and all of our families for the fabulous dinner you provided. We all had a great time and Grandma Margaret loved it.

Holidays are always special at your home. Decorations, treats from one of the good bakeries you've discovered or William Sonoma, honey baked ham for Easter and on and on. Just another example of the extra things you do routinely.

Making care decisions is never easy but my brothers and I are so grateful we made the right one with you. Nothing may say more than that we remain friends with you to this day.

Thank you again,

11-23-2009

**Mary & Les Dicks** <<< West Bellevue, WA. 98004 >>>