

marlene & steven

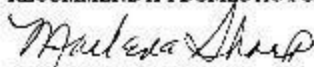
FRIDAY MARCH 19, 2004
A-1 DOMESTIC PROFESSIONAL SERVICES
8428 FLORENCE AVE. SUITE D
DOWNEY, CA 90240
SUZETTE D. DAGDAGAN, BUSINESS MANAGER

DEAR MS. DAGDAGAN;

IN THE SPRING OF 2003 IT BECAME NECESSARY TO PLACE MARLENE'S MOTHER UNDER HOSPICE CARE. VITAS HOSPICE PROVIDED US WITH A LIST OF CARETAKER PROVIDERS AND WE CALLED MANY OF THEM. HOWEVER, YOU AND YOUR AGENCY SEEMED TO BE THE MOST PROFESSIONAL AND FLEXIBLE TO OUR NEEDS AND HAD THE ABILITY TO RESPOND IMMEDIATELY. ON VERY SHORT NOTICE YOU ARRANGED TO PROVIDE INTERVIEWS WITH QUALIFIED INDIVIDUALS. AFTER INTERVIEWING THE PROSPECTIVE CAREGIVERS WE SELECTED RITA. IT TURNED OUT TO BE THE BEST DECISION WE COULD HAVE EVER MADE.

RITA EXCEEDED EVERY QUALIFICATION WE REQUIRED AND THEN SOME. SHE WAS EXPERIENCED, INDEPENDENT, FLEXIBLE, THOUGHTFUL, RESOURCEFUL, AND LOVING IN HER ROLE AS A FULL-TIME CAREGIVER FOR MARLENE'S PARENTS, MARIE AND ED. SHE WAS COOPERATIVE AND HELPFUL TO THE HOSPICE NURSES AND PERSONNEL. SHE COORDINATED WITH THE FAMILY AND WEEKEND CAREGIVERS, SHE BATHED AND CARED FOR MARIE AND COOKED HEALTHFUL AND TASTY MEALS THAT WERE EATEN WITH GUSTO BY ED. AFTER MARIE PASSED AWAY IN JULY, RITA CONTINUED TO PROVIDE LOVING CARE FOR MARLENE'S AILING FATHER. SHE PROVIDED MORE THAN JUST PHYSICAL CARE, SHE CARED FOR HIS MENTAL AND EMOTION HEALTH AS WELL UNTIL HIS RECENT PASSING.

DURING THE ENTIRE CONTRACT WITH YOU AT A-1 DOMESTIC WE HAVE HAD AN EXCELLENT RELATIONSHIP. YOU HAVE BEEN VERY RESPONSIVE TO OUR REQUIREMENTS AND COOPERATIVE IN EVERY WAY. THE FINANCIAL ASPECTS HAVE BEEN CLEAR, HONEST, AND PROFESSIONAL. CONGRATULATIONS ON A VERY WELL-OPERATED ORGANIZATION WITH HEART. WE WOULD BE HONORED TO RECOMMEND A-1 DOMESTIC FOR PROFESSIONAL CARETAKER SERVICES.


MARLENE AND STEVEN