

June 16 2003

Re. ETD HOME CARE

To Whom It May Concern:

I am writing concerning my experience with the group family home, ETD (Experience The Difference), and the primary care givers, Marinell and Olivia ILIUC. We moved my mother into this home in June of 1999. Prior to this, she resided for six months in another group home. The move into this home was the result of my mother's failing health and history of falls that prevented her from being able to live safely on her own. We used a placement service and visited several homes before settling on our choice. After a few months in that home owned and operated by RN we became dissatisfied with the quality of care being provided and decided to move my mother to ETD Home Care.

Our experience with ETD has been beyond what we expected could exist in a group home environment. ETD does an excellent job of providing a clean living environment, quality meals, and attention to personal needs. We learned from our previous experience that these basics cannot be assumed to be present, even in a recommended home. Beyond this basic care, there are many enhancements provided by ETD. The residents ("Grandmas and Grandpas" as they are called by Olivia and Marinell) are treated with a high level of respect and given those little extras that make living there more akin to being at home than being at a group home. A few examples that come to mind include preparing the favorite foods that my mother likes, making sure she is transported to all appointments, arranging for massage therapy, and making suggestions that help with her personal comfort.

There is a real effort to make the Grandmas and Grandpas to feel like they are part of a family with parties and special dinners, where extended family members are invited. It is clear that Olivia and Marinell are dedicated to making life for the Grandmas and Grandpas as enjoyable as it can be and that has been proven to me time and time again over the past four years. As I write this letter, I have been in Hawaii for five weeks and during this time I have talked with Olivia several times concerning my mother's ongoing care and needs. Their willingness to make these extra efforts and ongoing enthusiasm for making the Grandmas' lives more comfortable indicate that they are truly dedicated to providing the best possible living environment for those who have been entrusted to them for care. While my mother, who also has some dementia, would still like to be independent and live as she did before her falls necessitated a change in her living circumstances, I cannot imagine a better environment for her at this stage of her life. I would recommend ETD Home Care to anyone who wants his or her loved one to have the highest standard of physical and emotional care.

Yours truly,

Judith A. Gregg

Stan P. Gregg