

To: Michael Dumbrell
Senior Helpers
905 Martin Luther King Jr. Dr.
Suite 206
Tarpon Springs, FL. 34689

22-Oct-2009

Dear Michael,

Approximately a month or so ago we met with you and one of your care-givers, Lisa Carey, to discuss providing some home care for my parents. This was a huge step, just getting my parents to accept the idea of *listening* to such a proposition! They are very independent, but my mom has had "memory problems" (we don't use the "A-word" - Alzheimer's - with my mom around, as this upsets her) for several years now and my dad had just had knee surgery. They really needed help with household things like cleaning, organizing, making meals, etc, which my dad used to do himself, but now couldn't. We were also concerned that he sometimes left my mom alone while he did errands like grocery shopping. She was usually too tired to go along, or just had no interest in going. It does not take much for someone with Alzheimer's to lose their bearings and get lost. They have an "indoor/outdoor" cat that she could very easily follow outside and get disoriented. This has not happened to my mom yet, but one time is too many and we wanted to prevent it from happening to begin with.

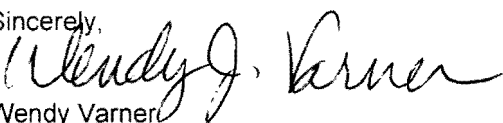
You and Lisa were so sweet and caring that my parents couldn't help but accept the home care you offered. You made them understand that you would just be providing that 'extra' help they needed - not that they weren't capable of doing these things themselves. It was the perfect presentation. My brothers live in different states and we all decided to do this for them as a "gift", because we knew they would not contract the service themselves! We decided we would begin with 3 hrs, 3 days a week. You let us know we could change that to more time or less at any time. There are no "contracts." Your company bills us by auto debit on a monthly basis and it is quite affordable and easy!

Lisa has been a wonderful care-giver - so genuine, sweet, patient, and industrious! After the first day my dad told me "how much better everything looked!" Lisa did shopping, errands, vacuuming, dusting, general straightening, organizing the kitchen cabinets, rotating foods, and food preparation - lunch for that day, casseroles in the fridge for dinner! Unfortunately, Lisa was *so good*, she was offered a management position with Senior Helpers at which she will be wonderful, I know. However, Lisa took extra care and time to choose the right replacement for herself (not an easy task) and assured all of us that if the new person was not *an absolutely perfect fit*, she would find someone that was (with no hurt feelings - important to my parents!) Lisa even still calls and stops in to see my parents occasionally to be sure everything is going well with them, and with the care they are receiving.

We could not be happier with the service provided by your company, Senior Helpers, and I would highly recommend Senior Helpers to anyone that has a family member that needs some extra care &/or company in their own home - where they are the happiest!

Thank you again for your wonderful service!

Sincerely,


Wendy Varner

813-417-2647