

April 27, 2015

Elder Care Services
Ms. Lori O'Connor
750 Main Street
Manchester, CT 06040

Dear Lori,

I am writing to express my sincere appreciation to you and all of your people at Elder Care Associates, Elder Care Consulting and Senior Moments. Fifteen months ago your group of companies were recommended to me as a way to provide the services to my mother that I was no longer able to provide on my own considering her advancing dementia and failing health. Thanks to your companies, I was able to keep her in my home, provide her with the services she needed to stay safe, healthy, happy and content throughout the day and spend as much time with her family as possible. Your companies were a blessing to us.

I have to say that the strength of your companies is your people and the breadth of services you provide:

- Senior Moments: This is where my mother got to interact with other seniors and caregivers and enjoy stimulating programs and events that we would discuss at dinner each night. From the bus drivers, the entertainers, personal care folks, to the nurses and everyday staff—everyone was so caring and attentive. This is a great facility that gave my mom purpose, something to look forward to, as well as, keeping her engaged.
- Elder Care Consulting: ECS worked with me and my mother's Long Term Insurance policy company to keep the paperwork flowing. This was no easy task. Your office staff kept the best personnel in my home and handled all the emergency situations that always come up as a part of normal life. In addition, ECS, kept me advised of my mother's changing conditions and made recommendations for when new approaches were needed.
- Elder Care Associates: I cannot say enough about the women that you sent to my home to care for my mom. They are responsible for my mother's wonderful quality of life over the last 15 months of her life. The type of care changed drastically from when they first arrived to when my mother drew her last breath. It was part time at first and 24 hour live in for the past 9 months. One thing never changed, however, they always opted to do the best possible thing for my mom regardless of any extra effort it may have caused them. They cared for her better than I could have ever hoped for her.

In closing, your companies enabled me to keep my Mom in my home and give her a quality of life that she could have never received in a nursing home. Thanks to you, she was able to maintain her dignity and self-respect. She was able to celebrate the holidays surrounded by her entire family and the birth of her 3 new great grandchildren. She could share family Sunday meals with the extended family, and share breakfasts and dinners with her son, daughter-in-law and her home health-care giver. There were a lot of laughs and great memories that we will cherish always. Thank you!

Sincerely,

A handwritten signature in black ink that reads "John Lauer". The signature is written in a cursive style with a long, sweeping underline that extends to the left.