

May 14, 2001

To Whom it May Concern:

We are happy to have this opportunity to write a letter of reference for Lisa Shea, whose sensitive care of our mother went so far beyond the requirements of any nursing or personal care position that we cannot say enough positive about her most human approach or the level of her commitment to her work..

We were lucky enough to find Lisa, having received her name from the Visiting Nurses Association. She had recently started Hand in Hand, her own Agency. We arranged to meet her, having rather abruptly come to the conclusion that our mother, who has Alzheimer's disease, had deteriorated to the point at which she could no longer be on her own.

Lisa stayed with us for two years. During this time, she arranged twenty four hour care for our mother. Lisa worked many of these times herself (sometimes seven days a week,) but she was also responsible for arranging for additional shifts to be covered by her staff, all of whom were trained by her to administer the same impeccable attention. Lisa was willing to do the most personal of care, including bathing, toileting, hair and makeup. She handled the most sensitive, private issues with love, kindness, and a concern that is the mark of a true sense of humanity. Her approach was always one of respect and humor. At a practical level, there was nothing she wouldn't do, including some rather nasty laundry, shopping, trips to the doctor, dry cleaner, cooking, etc. Emotionally, Lisa continually tried to involve our mother in activities which were consistent with our mother's lifetime interests, keeping an eye out for practical choices which would both engage the mind and protect the safety of her patient. She saw the experience as an education in that way....that is, that she could learn a great deal from her client.

Lisa did an excellent job of communicating the necessary incidents and progress to us, and of recognizing the difference between the decisions she herself could make and those which required our input. She provided us with a peace of mind which we could not otherwise have had within such a devastating decline of a loved one. We had tried quite a few other care providers and in fact, had had a great deal of trouble with them. No one's work or attitude held a candle to Lisa's.

The work was ended in June 2000, by our decision to place our mother in an Alzheimer's care facility both for financial reasons, and because our mother had begun to need "a two person assist." Aside from the obvious pain of witnessing the disappearance of our mother's personality, the hardest part was letting Lisa go.

We would recommend Lisa for any kind of patient care without reservation. It would be a pleasure to answer any questions you might have.

Most sincerely,

Lori Steiner



Lillian Fraker

