

Lenox, MA 01240

3 September 2002

To Whom It May Concern:

My family and I have had the good fortune and privilege to have received services for a family member from Hand in Hand Senior Specialty Services of the Berkshires.

My aunt who had cancer and Alzheimer's disease was under the care of Hospice of the Berkshires. Her illnesses became more than our family could manage alone, and Hospice recommended Hand in Hand to me. We didn't realize at that time what a blessing that recommendation was but it soon became obvious.

My initial conversation with Lisa Shea, the owner of Hand in Hand, gave me not only the information I needed but also some much needed reassurance that this would all work out. My family and I started out thinking we needed just minimal help, and Lisa arranged a schedule which conformed to our needs. Very quickly my aunt's health deteriorated and we needed to increase the hours of care. Literally within days, that plan needed to be revised to a 24-hour, seven days-a-week schedule. Lisa quickly and patiently accommodated all our requests.

My reluctant aunt became fast friends with all her caregivers. Our schedule began with two of Hand in Hand's assistants and quickly grew to six. They were all professional, caring, respectful, hardworking, and obviously very experienced in caring for people suffering from Alzheimer's disease. They not only greatly improved the quality of my aunt's remaining days but were very helpful to and supportive of our entire family. They tended to her medical needs according to Hospice directions, took care of her daily routines, kept up the maintenance of the house and most importantly made my aunt feel safe and cared for. Their experience with the manifestations of this devastating disease and their

knowledge of how (and how *not*) to deal with it minimized my aunt's stress and suffering. Doing all this lessened the stress our family was under and enabled us to focus on my aunt.

I would encourage any family dealing with the stresses and heartache of Alzheimer's or any other debilitating illness to seek the help of Hand in Hand of the Berkshires. You can be assured of their competence, professionalism, experience and exceptional care.

Sincerely,


Judy Hopper