

September 3, 2002

Ms. Lisa Shea  
Hand in Hand Senior Specialty Services of the Berkshires  
86 Backman Ave.  
Pittsfield, MA 01201

Dear Lisa:

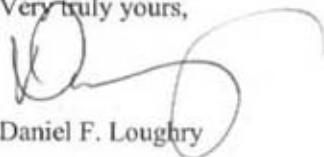
Now that Anna has passed away, and we are in the process of concluding her affairs, I wanted to write and thank you for the truly excellent care that you and your associates provided to her during her last year. Based upon our numerous telephone discussions, as well as my visits to Anna and our several in-person conversations, it was obvious to me that you truly care about, and not simply care for, the persons entrusted to you. We were comforted greatly by your personal involvement in Anna's care and your organization's reputation for dependability, which certainly has been well earned. We never were concerned that Anna would be in any difficulty that you could not resolve, or be left without care even for an hour. This is especially important when there are no local relatives and we live 2500 miles away, unable to step in should problems arise.

We have been involved in the care of elderly relatives for some time, having arranged in the past for all needed services for Lois' parents and now Anna. Also, as you know, I am a United States Administrative Law Judge with a docket consisting primarily of Social Security disability cases and Medicare appeals. In the course of conducting these proceedings, I have been exposed to many unfortunate situations involving elderly and disabled persons. The excellent care and service that you and your associates provide is the answer to a very compelling need in all communities.

I hope that you will feel free to share this letter with anyone who may need or desire your assistance. I would be happy to speak with anyone at any time.

Again, thank you for all that you did to make Anna's last year safe and as healthy and comfortable as possible.

Very truly yours,



Daniel F. Loughry