

RICHARD MASON

Lisa Shea  
Hand In Hand  
86 Bäckman Avenue  
Pittsfield, MA 01201

August 22, 2002

Dear Lisa:

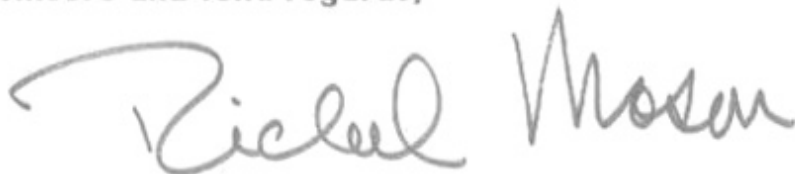
I wanted to follow up on my phone call to thank you again on behalf of myself and my sisters, for the truly wonderful assistance you provided for all of us at the time of my brother's demise. It was great good fortunate that you stopped by a few hours early, which turned out to be the last hours of Bob's life.

You gave him extraordinary personal and physical comfort in those fretful hours, well beyond what any of us could have done, given our mental and physical exhaustion by that time. And, of course, we benefited from your support and caring counsel in those sad hours, as well as from your initiative in calling the hospice nurse and staying on to work with her.

What else can I say but that we shall be forever grateful to you, and to those equally wonderful people at the Berkshire hospice. What good luck we had, and how very fortunate for my brother that he ended his days at home and in such good care.

Please do use me for a reference whenever possible, and we hope you will continue in your work to bring comfort to those who will benefit from your exceptional talents.

With sincere and fond regards,

A handwritten signature in cursive script that reads "Richard Mason". The signature is written in dark ink and is positioned to the right of the typed name.

CC: Paula Johnson  
Barbara Doctrow

New York, N.Y. 10013