

Bess Wray
Human Touch Home Care, Ltd.
PO Box 130
Flourtown, PA 19031

July 31, 2012

Dear Bess:

I wanted to write and express, on behalf of my family, how pleased we were with the experience we had using your registry. I learned of your registry from an ad in the local newspaper. I got a good feeling from you from the very first phone call we had together. You were confident and knowledgeable and guided us in an area we had no experience in.

You sent us Rose _____ to help with our mother who had breast cancer in her bones and Rose continued on with us to be a live in caregiver. She then began helping us with our father also who had had some minor strokes. Rose is a gentle, knowledgeable, fun and warm person and both my parents came to love her over the months. She kept us up to date daily when we could not be at the house.

We also cannot say enough about Diana . _____ She started while my mother with still with us and right away showed how compassionate, loving and capable she was. She was always available to help us if we needed coverage on the weekends. She checked in often on her own time by phone just to see how our dad was doing while we were there on weekends.

Both Rose and Diana were wonderful for all us kids to work with. We had the confidence that our parents were being well cared for in our absence. Through tough times we all have had some very good conversations and also lots of needed laughs with Rose and Diana. The last couple months were very demanding as my father needed constant assistance as he could do nothing for himself and also did not sleep during nights. They were patient and understanding. They also made sure to cook meals my father could eat because swallowing became an issue and also kept the house in tip top shape at the same time. When we visited everything was neat and clean, laundry done. They both blended in to become part of our family. We have made friends in Rose and Diana and we will continue to keep in touch with them in the future.

Any time we needed fill-ins, other than Rose and Diana, you always sent us good, capable people who we felt confident in. We will be sure to recommend your registry whenever we can.

All of your staff made our experience with Human Touch a pleasure. I spoke mostly with Pat Heenan and she was consistently pleasant, caring and efficient. I talked briefly to her at times about the failing health of my parents and I felt she listened and genuinely cared.

Page 2

Your entire staff (I'm sorry I cannot remember all their names but there were others) should be commended on the great job they do. Through all the months of health issues with our parents it made it easier to know that we could call Human Touch and feel confident that we were not going to have any problems. This was a huge relief for us.

Bess, we would appreciate it if you would share this letter with your staff.

Again, thank you for all your help and good luck to you all in the future.

Sincerely,

A handwritten signature in cursive script that reads "Michele".

Michele S. and All The Family