

# Memo



**Comfort  
Keepers.**

Each Office Independently Owned and Operated

**To: All 'Comfort Keepers'**  
**From: Ron Rosenberg**  
**Date: July 2, 2013**  
**Subject: Many Thanks to our Wonderful Employees**

When I started this business in October, 2001, my primary concern was with providing quality caregivers and care to our clients. It became more personal to me in 2005 when my family learned that my Father had cancer. At one point during his illness, it became necessary for him to begin in-home physical therapy. As I waited with my mother and sister for the initial visit from the admissions nurse, I thought about how important it would be to have capable, honest and trustworthy people to come into my parents' home and attend to my father. Although my father died shortly after and did not require many visits from skilled in-home personnel, this experience reinforced in me the importance of my own company providing the same kind of care for others. Care by competent, honest and trustworthy personnel. I have strived since then to make sure we do everything within our power to do just that.

Recently I had the opportunity to experience for myself how we are doing in that department. After getting some blood tests done at the her doctor's office, my mother received a call from the doctor the next day (June 14, 2013) and was told to go the Emergency Room as soon as possible because her blood level was dangerously low. After spending a week in the hospital, she was released to go home where she was to get physical therapy and would also need 24 hour care for the first few days.

My experience with Comfort Keepers was fantastic from the very beginning. My sister was bringing my mother home from the hospital and I was meeting them at my mother's home with Angie. Angie was to do an assessment and to create a care plan. Once out of the hospital, we soon realized that my mother's mobility and strength was less than she had let us know (she wanted to come home after all!). Once we got her home, Angie did a great job of taking control and directing us on how to best transfer my mother from the car and into her home (a detached garage at a pretty good distance from the back door). She gave us all confidence and assurance as she suggested what would be best for my mom in the first few days. She already had preplanned the initial scheduling of caregivers and things went smooth for the 1<sup>st</sup> 24 hours.

My sister and I were not sure of what we would need for ongoing care and because my mom arrived at home on a Friday night, we didn't make a decision until the admitting nurse from the skilled-care agency visited my mom on Saturday morning. Shortly after the nurse's visit, I made a call to Diane who was on call that weekend. Diane did a great job of scheduling what we needed for the rest of the weekend as she had things covered within a couple of hours – doing it all from home on a Saturday morning.

The Comfort Keepers who provided the care for my mom all did a wonderful job and more importantly, they made her feel comfortable and secure. She loved every one of them. I want to give a specific thanks to all who provided that care: Marie Luchebeleli, Tiffany Baker, Diane Sager and Latrease Grant.

Although only a few of our Comfort Keepers provided care for my mom, I am confident that we would have had the same results no matter who would have been assigned.

Although this recent episode with my mom was not one I would want to go through again any time soon, it was a wonderful opportunity to see first hand what a wonderful group of people we have working for us.

Thanks everyone for all you do!