

June 4, 2014

To perspective families,

On multiple occasions, I have sat down to write a recommendation for Olivia and Marinell, ultimately only accomplishing setting down my pen. It has been a daunting experience because there are no words that reflect the depth of my gratitude.

I think everyone's experience is different as their parent's age, from how their personalities evolve, to the physical, emotional, and cognitive challenges they encounter. It is difficult to watch a parent begin to falter as they walk, become frightened and frustrated when a word cannot be found, or a memory lost. The activities of a day become exhausting and laborious instead of bringing the old familiar sense of capability, well-being, and joy. I cannot imagine what it must feel like to be in that situation.

The last two and a half years of my mom's life left her needing more assistance than was available at home and the assisted living facility we tried. Life had become a revolving door of 911 calls, transports to the E.R., protracted hospital admits, rehab. stays, then back home, wherever that was at the time. Her health was rapidly declining, and we wanted her to live in a place where she could live her life in peace and with dignity. We found just that at E.T.D. Senior Home Care

It was clear from the beginning that Olivia and Marinell unconditionally held the emotional and physical well-being of the "Grandmas and Grandpas" as their sole priority. They met with my mom several times to make sure she would fit in with the existing residents, and that she and they would be successful together. They took the time and put in the effort to truly get to know and understand each and every individual, including family members, resulting in a quiet sense of community.

Within a month my mom looked ten years younger, her health stabilized, she became conversational again, and happier. Her life was filled with trips to tulip fields when in bloom, a harpist that came regularly, visits with friends, complete with lunch or tea. There were Birthday celebrations, Mother's Day, Father's Day, and any other celebration that needed to happen. My mom loved to paint, and Olivia made sure that she had a special place set aside. She even arranged for her favorite watercolor artist to come to E.T.D. and give her lessons.

Another aspect that we felt was so unique and precious, was the involvement of their two children. This meant that there were three generations interacting and they engaged with each other as a family. The walls of my mom's room were covered with their art work. They read to her, sang to her and gave her an abundance of much appreciated hugs. In turn, my mom helped them with their art and homework.

Somehow, in the midst of activity, Olivia and Marinell still accomplished to maintain a peaceful, calm environment. There was stability, consistency, and a predictable routine in which to function. The Grandmas and Grandpas were happy and content whenever we were there.

With such exceptional care, I was able to step back a bit. We could sleep more peacefully, I was less consumed with trying to manage two households, and we could go on a vacation with some peace of mind. My family and I benefited as greatly as my mom.

During the tougher days, communication was always articulate and consistent. Olivia had an intuitive way of noticing subtle changes that needed to be addressed before they became a bigger issue. She and Marinell never hesitated to call the Doctor, visiting nurse, or us as a need arose. My moms' care was always professional, loving, unconditionally respectful, and she passed away with dignity and peace.

I will always be grateful to Olivia and Marinell for the kindness and assistance that they provided my mom and our entire family. I am happy to have a conversation with anyone who would benefit.

Sincerely,

Sue Gorey