

To whom it may concern,

November 17, 1998

This is a letter of highest recommendation for E.T.D. Home Care INC. Through my work as a visiting nurse I was able to see the thorough and compassionate care given by Olivia and Marinell Iliuc. I consistently found exceptional care delivery. I was impressed with the loving care seen through patience, touching, attention to comfort and cleanliness. The concern for resident's happiness and emotional comfort exceeded that found elsewhere. This concern extended to my family. We were encouraged to visit and always welcomed warmly. I was informed of changes appropriately. The resident's medical records were faultless. In the nearly two years of frequent visits to the home I never found medication errors or negative outcomes that could be traced to any lack of care.

When my own mother needed extra care I choose E.T.D. Home Care. This required that my mother be moved from Utah but the care she received in the five months she spent with Olivia and Mari was of such quality that my entire family continues to express satisfaction.

I highly recommend E.T.D. The integrity of the owners exceeds all expectations. I consistently found I could depend on Olivia and Mari. If you want verbal assurances I am happy to talk with you.

Sincerely,

Polly Richardson RN
(425) ~~333-3333~~

Polly Richardson R.N.