

March 27, 2017

TO: ETD Home Care Inc.

Olivia and Marinell ILIUC
6583 125th Ave. SE
Bellevue, WA 98006

Dear Olivia and Marinell,

When ETD was recommended for my 98 year old mother, Marian Kaiser, we really only partially understood what an Adult Family Home was, other than 24 hour care. So we learned that, in addition to splendid daily care for Marian, all her family was welcomed...not as guests, but as family. This meant our entire family: granddaughter and her children, my mother's two sisters and family and my brother and myself gained a new family. Olivia accommodated Mother's son by facilitating twice weekly phone calls to him in Maryland. When the out-of-town sisters came to visit, they were welcomed and appreciated. We celebrated Marian's 100th birthday with family in ETD's dining room....a joy for us all.

What a delight to see the children in the Home interact with the 'Gramas'. Megan wrote letters for Mother and Nathan read to her....both activities brought her delight. Marian loved getting hugs from the children and watching them grow.

ETD creates a community where its family members receive individualized personal care. Marian would say with a smile when asked what she needed: "I don't need anything, I have everything I need." Discussions about Marian's health clearly showed us that Olivia and Marinell knew all aspects of her health. Additional, Marinell drove Marian to her numerous doctor appointments and interacted with the various staffs which he clearly knew. And on days when the weather allowed, Marian would be sitting on the patio enjoying being outside.

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ETD further generated feelings of community through their musical gatherings to which family was invited. Sitting together, listening to harp or singers, we celebrated various holidays throughout the year. Communion held at ETD several times a month was special for Marian.

Olivia and Marinell were terrific communicators: Always returning calls quickly. Letting us know if there were changes. Offering suggestions when there were questions. Knowledgeable about health and care issues. And so familiar with Hospice and its many aspects.

When the last days came, Olivia and Marinell created an environment in which our family members could be with our Mother in a setting of peace, could shed tears together and be comforted.

Finally, just know this letter could be many pages long, I have just underscored a small number of ETD's virtues. I have no hesitation in recommending ETD for anyone looking for a caring Adult Family Home.

Please use this recommendation as you wish.

Jean Sillers, phone 425-890-XXXX
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