

May 23, 2011

Amy Paschall, RN, Administrator  
Care All Home Care  
2996 Kennedy Dr.

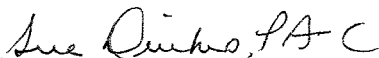
Ms. Paschall,

My parents, William and Victoria Burns, have been receiving services from Care All (Dresden), for some time now. We lost power for 6 days during the storms several weeks ago and in addition, my mother was hospitalized in the CCU at HCMC. My husband who is terminally ill also had a bad spell at this time. While this was tremendous stress for our entire family, I wanted to mention that some of the staff at Care All went above and beyond their "job descriptions" to help us. Sherry Cole, the CNA who helps my dad with his baths twice a week came to my home and gave my dad an EXCELLENT bath with a mixture of water we boiled on the grill outdoors. It was an added burden for her, but she did it cheerfully, and in addition brought us ice, water and food as well as a battery powered fan and a huge container for water so we could at least flush our toilets! She also brought flowers and visited my mom in the hospital. She has been like family to my parents, and I still am so grateful for her kindness.

Tony Harrison came out and visited my husband and myself and paid for arrangements for a motel so we could get some good rest and also so my dad would be more comfortable since he missed my mom terribly and depends on her daily to help him with his medications and ADL's. Since I am a health care provider, I routinely hear about Tony's generosity in the community and how he gives of his own resources and time to help our patients in getting their needs met. That is why I never hesitate when making a referral to Care All...I'm sure of the kind of services my patient will be receiving!

I wanted to let you know about the exceptional kindness and devotion of these two members of your staff. I am forever grateful to them.

Sincerely,



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