

January 23, 2009

Dear Lucy,

I wanted to tell you how thrilled my entire family is about how much concern, patience, kindness and love you have shown my mother, Ines.

As you know, I live out of the country and this is the first time I have ever felt complete confidence and happiness about the quality of care my mother has received since you and Qualicare have come aboard.

When I visited my mother at Christmas, I, and my siblings, have never seen her so relaxed, well-cared-for, serene and happy as we have since Belle moved in with her. We see Belle as a loving family member now, and it's because of your diligence and hard work that my mother is blossoming. Thank you so very much Lucy! Love Lisa Elia
Wal.