

# Jacqueline Ison

1 Bryce Avenue, Toronto, Ontario M4V 2B3 (416) 961-4412

---

May 4, 2004

Qualicare Inc.  
48 Hetherington Crescent  
Thornhill, Ontario  
Canada, L4J 2M2

Re: Letter of reference for your company and services

To who it may concern:

Our family hired Andrea Nathanson and her team on January 17, 2003. From the initial phone call of inquiry, to find out exactly what Qualicare could do to help us, to the final moments of our mothers' life, there was never a doubt to the incredible level of expertise and professional conduct from Andrea and her team.

Our mother was diagnosed with pancreatic cancer and wished to live the last moments of her life with dignity, love, family surrounding her, exercise and spirituality. May we all learn from the way she chose to die. Andrea supported her through her decision-making, after her Whipple surgery, through her chemotherapy and constantly ~ as we all needed Qualicare's support. The in-depth note taking during physician consults relieved all of us so that we were able to give our mother the attention she needed and deserved.

The endless calls, which were taken by Andrea at all hours of the day - and we never felt that we were a burden or interrupting.

The end of our mother's life was a learning lesson on how to die. She chose to pass away at home - surrounded by her loved ones and within a calm, beautiful environment. Her wishes were granted but could not have happened without the caring, loving staff of Qualicare.

Andrea worked with the palliative care team from Mount Sinai Hospital and is well know in the medical circle for her professional approach with her patients.

We hope not to have to use Andrea's services again! ...But would never hesitate to refer Qualicare. If you have any questions, please feel comfortable to call me.

Sincerely,



Jacqueline Ison