



May 7, 2004

To Whom It May Concern:

I would like to express my gratitude to Amy Seigel and the Advocare staff for providing me with the kind of help I so desperately needed at a crucial time in my family's life.

As a psychologist for over twenty years, I had many opportunities to handle various crises for both my patients and their loved ones. Never in my professional life was I faced with problems that did not have reasonable solutions. My patients, at times, struggled with the choices but through hard work, their lives improved and solutions were found. It would be nice if our personal lives were that manageable.

When my mother turned 85, I thought it best to pack up and move to South Florida. We were visiting her for many years prior but as she became older, my decision became more imminent. At that time, I was able to care for my mother's basic needs with some additional support from neighbors and private aides.

But then "it" happened – she fell right before my eyes! She was rushing to go to the bathroom, lost her balance and fell to the floor. I was there but I could not stop her from falling. At that very moment, I realized that my mother, now 90, needed "help" more "help" and a specific kind of "help" than I could offer her.

A colleague recommended Advocare, a care management service. I called, and Amy Seigel answered. After a careful assessment of my mother, a structured interview with family members and a visit to our family physician, a detailed recommended plan of action was proposed. This marked the beginning of hope for me. I gained my personal life back and my mother gained a new, more enjoyable lifestyle as well.

Many positive changes occurred as a result of the interventions Advocare provided. These changes are too numerous to state in this letter. It is sufficient to say that I am very, very grateful. The wisdom, practical day-by-day guidance, and professional approach to problem solving offered by Advocare helped me deal effectively with tough family decisions. We were able to find appropriate solutions for each member of my family. Life is better for all of us now, thanks to the services offered by Advocare. When confronted with difficult family decisions, my advice is: **“Call Advocare.”**

A handwritten signature in cursive script that reads "Ellen".

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