

## **Actual Testimonials about Seniors Helping Seniors® In-Home Services**

### **Cape Cod, Mass. Franchise**

We have tried several agencies on Cape Cod to help my Mom get through this period when her body lets her down but her mind is still better than most. And I must say some have had excellent careers, but what has been lacking is the consistency. With Seniors Helping Seniors the service has been reliably compassionate and more importantly, they do not behave as if they are "in it for the money". Yes, of course, they charge, but it is clear that they can see that they too will be in a similar situation in the not too distant future. Not one has given any indication of exploitation. The teething period was not without challenges but these challenges have been met without a patronizing attitude and with genuine apologies when things didn't run as smoothly as hoped.

As for my Mom's point of view - My Mom loves the conversation and the company of all of the caregivers. She believes, and rightly so, that it is a mutually beneficial situation. She is helping others as much as they are helping her. That has given her a usefulness that is vital as her energy wanes. Seniors Helping Seniors is head and shoulders above any others we have tried. I heartily recommend them to anyone who has a parent as wonderful and deserving as mine.

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When my sister and I met with Janice Matheson, our overarching goal was to allow our mother to continue living at home and to have the best possible quality of life. Janice and her staff have done a wonderful job meeting that goal, not just by meeting her basic needs, but by also making their presence in Mom's home a positive, caring experience.

Because Mom has a number of health issues, Seniors Helping Seniors has to attend to her medical needs: travel to and from the dialysis center, medications throughout the day (as well as help with re-ordering), and exercise. That's an essential part of the services, but extremely important. Given Janice's nursing background, she is able to assist us in addressing a wide range of health-related issues from insurance to

prescriptions to physical therapy to doctor appointments.

In addition, the staff takes care of meals (shopping and preparing), errands, and minor tasks around the house and also assists Mom with her everyday morning and bedtime routines.

Seniors Helping Seniors does more than just deliver the home-care services. They provide companionship. Janice has found individuals who come into my mother's home and sincerely care about her and enjoy spending time with her. My mother loves going to breakfast as her main source of social activity, and the staff makes sure she gets out most mornings and spends as much time socializing at the restaurants as Mom wants. Although Mom is relatively sedentary the rest of the day, Janice's staff keeps her company mornings and evenings.

Janice is very conscientious about communicating with the family about medical concerns. But more than that, with Mom's family living far away, Janice helps Mom participate in the family events--taking pictures of Mom and sending them to the family and receiving photos and sharing them with Mom.

We are very pleased that Janice and Seniors Helping Seniors has allowed Mom to continue living in her home and has provided her family with peace of mind.

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### **Waterford, Conn. Franchise**

When Bessie, 101 years old, first called us in early June, she "wasn't ready" for anyone in her home because she could still "manage on her own". "However, it would be so much easier to manage changing the curtains with someone's help".

Bessie's niece called Seniors Helping Seniors® and Karen was assigned to help Bessie out a couple of times a week starting on June 11. Bessie and Karen became close companions very quickly. Bessie looked forward to Karen's visits with great anticipation and couldn't say enough about how much Karen helped. And Karen couldn't say enough about how much she enjoyed helping Bessie and just spending time talking with her.

About the middle of July we were all saddened to see Bessie's health decline rapidly until, during the last week of July, she required 24 by 7 care. On August 1 Bessie departed in the arms of her family. Karen arrived shortly after her death and assisted Bessie's family in their preparations.

Bessie's niece was so grateful for the loving companionship and help that Karen provided in Bessie's last weeks that she included Seniors Helping Seniors® in the obituary: *"A special thanks to Seniors Helping Seniors® of Waterford for their kind and gentle care during her final illness."*

Karen continues to help Bessie's niece go through clothing and kitchen items as they share their experience and love for a woman who was a wonderful friend and companion.

I would like to extend a special thanks to a wonderful provider, Karen Coburn.

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### **Doylestown, Pa. Franchise**

Many, many thanks for all your above average efforts with regard to the help you have provided to my family with the recent fall of my mother.

Your efforts in securing Steve in a very timely fashion; your experience with the placement of the bar supports in the shower; the smoothing of the thresholds; working on Sunday afternoon; a personal visit to the rehab center; getting Pat to help you with all that she did; and finally, visiting on Monday, Dec. 1 to follow up and see in what way Seniors Helping Seniors could be of further assistance was recognized and very much appreciated by our family.

Given the time and effort put forth into assuring a smooth transition home—we are very thankful for your thorough and cost-effective results.

It appears any future work for Seniors Helping Seniors for our family will be directed by Dorothy. Please know her family is impressed with your professionalism and excellence.

Again, thank you for your help for making me very comfortable and I wish you all the best with your health, family and business."

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I just talked to my Mom (suffering from a malignant brain tumor) and she really seems to be "warming up" to Cathy and vice versa I might add! I was so very happy to hear this!

My mother was thrilled with the spinach salad Cathy made for her... it sounded like a bit of a joint venture and I think the inclusive activity is a real positive for my Mother, still making her feel somewhat with it. I so hope my Mother maintains her current physical strength and I can continue at this level as she really is now enjoying Cathy. In addition, I am afraid my mother may get some "cabin fever" when the weather gets colder and I think she will really be saved by her visits from Cathy. Cathy had the chance to meet my mother's Medicare psychologist which was great too. Anyway, I just wanted to let you know how very happy she sounded and that means a lot to me too!

Thank you for giving us something to be grateful for this Thanksgiving!

Enjoy the holiday.  
(From a daughter living several hours away)

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Just a note to thank you for your services this past year. I do remember when you went "out of your way" to take Norman for an early eye appointment. I did appreciate this—so very thoughtful of you. Also, I really like your 2008 Inspiration calendar—the format was very clever....I will certainly call on your services in the future.

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I wanted to tell you how much I appreciate your organization, Seniors Helping Seniors. If it would not be for you and them, I do not think I would be here.

I checked myself out of the hospital and came home sick and debilitated and alone and out of my little notebook fluttered your advertisement in the paper. You were quick to respond and gave me hope; then sent a very able senior, Adrienne, to shop for me, etc. With her help I gradually improved. I have a way to go but I am up and on my feet.

Your wonderful organization fills such a need in the community and I thank you for all the help and for being there when I needed you.

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Thank you very much for this special service for seniors. If it wasn't for you, I would not have been able to get the medical help needed for my eye.

Cliff was the best of the best driving me to New Jersey and staying with me all of the time. I just sat back and relaxed, no worry, no anxiety....I hope to use your help in the future. Stay well.

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Thank you for sending Alex to my place to work on my yard. He did a great job and a difficult one. My lawn was in a terrible mess and it sure looks a lot better.

I hope you can send him over here again. There is more work to be done. I think he can get it in good shape. Seniors know how to do things right and they are nice, too. I am lucky to know you...and I'm grateful too.

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I have been with Seniors Helping Seniors for over five months and it has been a wonderful experience for both my husband and myself. I developed uterine cancer and our lives turned upside down. I then met Reema and Ellen who changed our lives. Both Reema and Ellen display tremendous compassion and have been extremely helpful in our daily living, which includes meal preparation, and companion care. We both feel we have now have two angels taking care of us.

**Reading, Pa. Franchise (The original non-profit.)**

Thank you so much for the care and attention that you gave our parents last week while we were on vacation. They certainly enjoyed your visits and your sincere concern for their well being, as well as the errands you ran for them...Without your services we could not have taken our vacation and my husband really needed it.

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I would just like to express my appreciation for the services I have received in the past two years and am currently receiving from Seniors Helping Seniors. It is a wonderful agency.

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Little did I know that after my husband's death, I would have to assume so many jobs I knew so little or nothing about. When I contacted Seniors Helping Seniors, I definitely made a new friend.

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I contacted several agencies prior to reaching you at SHS. Your professionalism, empathy and flexibility set you apart from the rest of the agencies...I would not hesitate to recommend you. Your providers have been quality individuals who always served my husband and me in a genuinely caring and attentive manner.

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Thanks again for all the help and support you offer. The world needs more people like you.

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I am so grateful for Seniors Helping Seniors. I am legally blind and I can no longer cut my own grass. Jim (our SHS provider) does a wonderful job and is willing to also help me with my windows or anything else I need help with.

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I would and have recommend your agency to any senior citizen who needs an extra helping hand. The benefits are great, both for the employee and the clients. Your agency truly reflects your name of Seniors Helping Seniors. Wishing you continued success in this wonderful humanitarian effort.

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This letter is to say 'Thank you' for caring and for your loving help. I put off calling Seniors Helping Seniors for months because I wasn't sure what to expect. Now, I'm so happy that I did call you. Your support and help are extraordinary.

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I am grateful that your organization and the people you have working for you is out there for our senior citizens. You and your organization are doing a great job and I will tell everyone about you.

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I want to thank you for the wonderful service that Mr. Jim is doing for me. He is the best gentleman and does a good job in cleaning my apartment. I want to thank you from the bottom of my heart.

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*(Note: These are actual testimonials from actual receivers and providers. Original copies are available from Seniors Helping Seniors.)*