

Your Constituents Believe Hospice is Important,
and here is one who wants to share with you why.

Over 110,000 Floridians Received Hospice in 2011

"I Owe My Wife's Painless Last Days on Earth to Avow Hospice"

By George Merritt, Naples

When I think about how I would have awkwardly blundered through the final days of my wife's life, I get on my knees and thank "whatever powers that be" for guiding me to Avow Hospice. I needed help... badly.

After my wife Marion suffered a massive stroke two years ago, she was transported to Naples Community Hospital where X-rays forewarned a future of paralysis, speechlessness... days or maybe years of wretchedness, loneliness and decline. My wife and I had made living wills so I knew what I had to do. My doctor recommended Avow Hospice. I called them through tears... and I turned my most precious treasure over to strangers... my friend for 70 years, my wife of 63 years, the mother of my ten children.

I thought I could take care of Marion at the end of her life. But

I learned I could never have duplicated Avow's knowledge and expertise. The Avow staff members cared for Marion with such gentleness, respect and love. I owe my wife's painless – yes, even pleasant – last few days on this earth to Avow.



George and Marion Merritt
were cared for by
Avow Hospice, Inc.
Collier County

3 Reasons Why You Should Support the HELP Hospice Act (S722/HR 3506)

The hospice community is deeply concerned about the effect further modifications to the Medicare hospice benefit will have on quality care and access to the valuable services. We ask that Congress support the Hospice Evaluation and Legitimate Payment (HELP) Act legislation to help alleviate some of the potential hazards to hospice care.

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AVOW
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A Family Wedding...

The Ashleys are a close family, and when Gordon Ashley became ill, that is one thing that didn't change. They all watched in dismay as Gordon's pulmonary disease became increasingly debilitating. After his physician recommended Big Bend Hospice, his family was not sure it was the right decision for their husband and father. Don said, "I was so

get Gordon to the wedding. The entire family was together and smiling, a lasting portrait of a family united by love. "I treasure the one on one personal relationship we developed with members of our Hospice team," said Don. "My sister, who lived out of town, could be at peace, because she knew Dad was being well taken care of."

rong. I know now you need to start Hospice care as soon as possible. There is so much that the hospice team gave my family that couldn't have happened if we had waited to come into hospice." When Steven Meadows, Jr., the oldest grandchild, set the date for his wedding in Alabama, the one important question was, "Can Granddad come?" The entire family was making plans to attend the June wedding, and it would be a wonderful opportunity for Gordon to see everyone one last time. The Ashleys turned to their Big Bend Hospice team for help. The team began to make plans to



Gordon Ashley passed away on February 25, 2010.

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**Big Bend
Hospice**

your hometown hospice, licensed since 1983

1723 Mahan Center Boulevard

Tallahassee, FL 32308

850.878.5310

www.bigbendhospice.org

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Mr. and Mrs. T. were a couple married for twelve years and still very much in love. Mrs. T. was in her early 40's with two children, both boys in their early 20's and who she raised as single parent most of their lives. Mr. T. was in his early 50's, a house painter by trade. This was his first marriage, the second for her. Mr. T. was diagnosed with cancer about a year before I met him and was nearing the end of his battle. When I first called Mrs. T. to introduce myself and set up the appointment for their initial psycho-social assessment, Mrs. T. seemed to be in high spirits, jovial almost, laughing often and speaking lightheartedly about her husband. She described him as active and muscular, keeping to his daily workout regimen and feeling relatively healthy. I was curious about her description considering the nurse's assessment described a different scenario.

When I met Mr. T. for the first time, I was shocked by his appearance based on the description his wife had given me. He was merely a skeleton of the once strapping man he had been. His disease had progressed to the point where he was no longer able to tolerate food, was in significant pain and beginning to lose his eyesight. His affect was flat, showing little if any emotion or interest in anything. Except when his wife would enter the room. He would then attempt to get up and walk, engage in conversation and even try to eat. I met with each of them separately that first time, asking many questions about their thoughts and feelings regarding his disease progression, their life together, their wishes and priorities for the time they had remaining together and other general questions in an effort to get to know them, each individually and as a couple. Mrs. T. remained lighthearted through much of the conversation, laughing often and talking about future plans they'd like to make together. I could see her level of denial was quite high, not wanting to know her husband was dying. The more we discussed Mr. T.'s progressive decline, the more Mrs. T.'s walls were starting to come down. She began to cry during that first conversation, often stating she was confused by her tears, but continued to allow them to fall. She cried for two hours straight that day, finally allowing herself to feel the reality of her loss and the depth of her grief. Mr. T., on the other hand, started becoming more angry and withdrawn as his battle was coming to an end. I met with them as a couple many times over the next few weeks, encouraging open communication with each other while they could. Mr. T. refused to discuss funeral arrangements, finances or his wishes for his final days. Mrs. T.'s frustration was heightening, as she was finally ready to face the grim reality of losing her husband, yet he wasn't allowing of that.

Mr. T.'s disease worsened until he needed continuous care and was admitted to the inpatient unit. I visited several times during his last few days, encouraging them to touch and hold each other and talk, just talk about whatever they wanted to say. At first, Mr. T. was still refusing to accept his decline, but after one intense counseling session where the topic of the meaning of "goodbye" was raised, he began to soften. Towards the end, Mr. T. was able to hold his wife, allow his wife to hold him in return, talk, cry, and laugh with his her. They were finally able to say goodbye, he dying in her arms as she held him and loved him to the end. As their counselor, it was such an honor and privilege to help this couple find their authentic selves in what was the most difficult process of their lives.

It is through love, compassion and authenticity that we can help facilitate a "good" goodbye; and that is a gift that continues to give throughout a lifetime.

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For more information regarding the HELP Hospice Act,
please visit www.hospiceactionnetwork.org.

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Affiliated with  Catholic Health Services

MISSION STATEMENT: To provide compassionate, quality hospice care to all people of all faiths, in the home or in a facility, and to support the family in the care of the dying.

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*"Thank God for
this organization!"*

Our son was so fortunate to be able to have Covenant Hospice in the final days of his life. When we decided to use the facility at the inpatient care center at West Florida Hospital we could not have asked for any better care for our son. The nurses and nursing aides took such wonderful care of him without any discrimination of any kind. They made sure that he was not in pain and that he was as comfortable as he could possibly be. While Jeremy was there he had lots of visitors and every one of them was made to feel as though they were stepping into our home. While there if we needed anything at all we only needed to ask, this included social workers, pastors, nurses, and nursing aids and even volunteers. These people were just the best we could have asked for. When our son passed away we had access to a grievance counselor if we felt that we may have needed one. This service was also extended to anyone that may have come to visit Jeremy and would like to use this service.

We must let each and every one of you know that all of these services were provided to us without any charge to us. Thank God for this organization! Without them we really have no idea what we would have done. They should never have to worry about funding at any time.

Thank you for allowing us to express our appreciation and gratitude for this very caring organization.

Glen and Debra Freauff
Escambia County, Florida
District #1



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800-541-3072
covenanthospice.org

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I am writing as a constituent and on behalf of my family who benefitted immensely from the support and professionalism of Hospice services in Volusia County, during the last weeks of my father's life.

My father, U.S. Navy Retired Lieutenant Commander George W. Britt, lived his life the same way he died – with loyalty, dignity and an always present appreciation of the principals of what this country was founded on. From the moment we met the HospiceCare inpatient unit staff to the call that I received when my father passed away, my family was secure in the knowledge that our father was receiving the most competent care from the entire team at Florida Hospital HospiceCare.

In closing, the end of life is something we all will face and my entire family is so grateful that my father took that journey with the professional and caring family we found in HospiceCare. Until you too take that journey, please support the HELP Hospice Act S722/HR 3506 for those who will benefit from hospice care's valuable services at the end of their lives and for their families as well.

"Until you too take that journey, please support the HELP Hospice Act S722/HR 3506 for those who will benefit from hospice care's valuable services at the end of their lives and for their families as well."



U.S. Navy Retired Lieutenant Commander George W. Britt

Martina M. Britt Wizi
Resident Volusia County
Senate District 7

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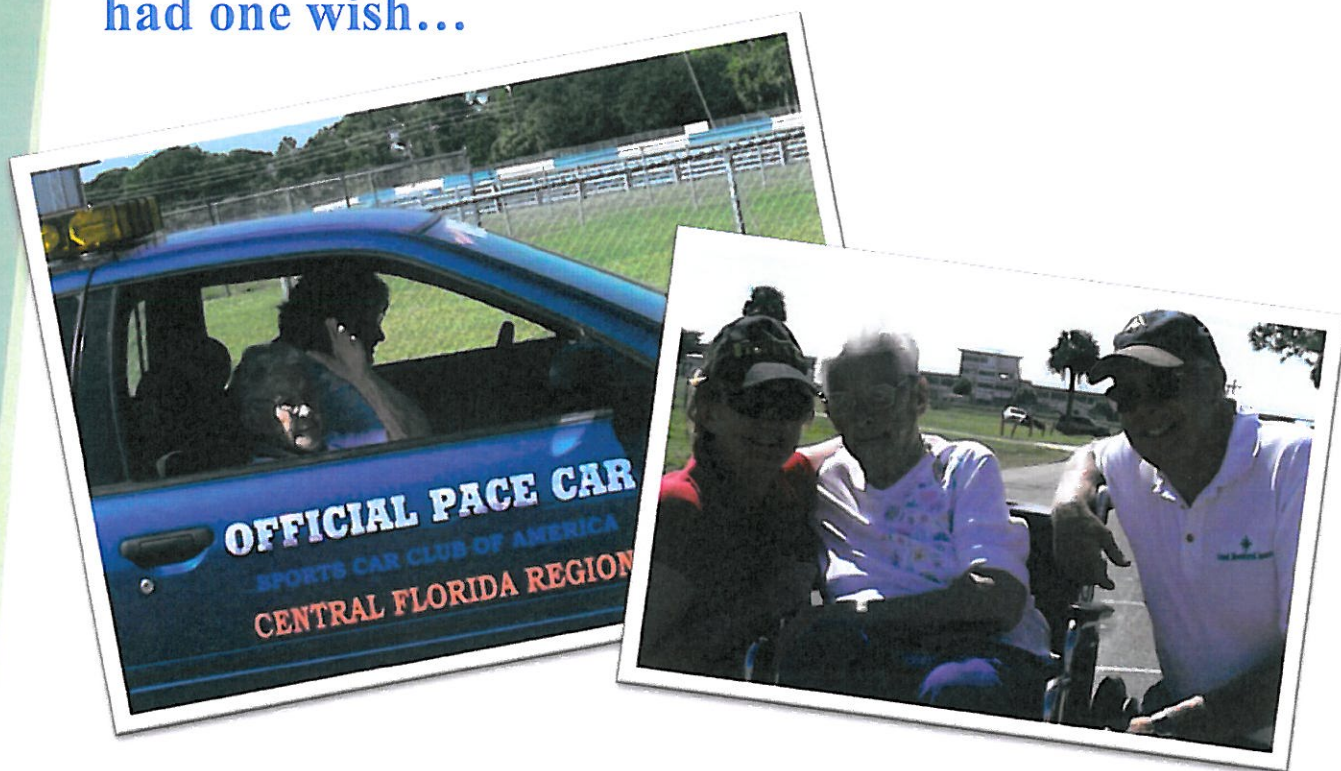
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Serving Volusia/Flagler and
Orange/Osceola Counties

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please visit www.hospiceactionnetwork.org.*

Good Shepherd Hospice patient Laura Bouland had one wish...



...before she died, she wanted to ride in a racecar.

Good Shepherd Hospice helped make that wish come true. With dedicated Good Shepherd Hospice staff cheering her on from the sidelines, Mrs. Bourland took a spin around the Sebring International Raceway in an official pace car. She told the *News Sun*, "I liked the curves the best."

In 2011, the healthcare professionals and trained volunteers of Good Shepherd Hospice cared for nearly 4,000 patients in Polk, Highlands and Hardee counties. By providing comprehensive and compassionate end-of-life care, Good Shepherd Hospice helps patients and their loved ones make the most of life in the time they have remaining, just like Mrs. Bourland.



GOOD SHEPHERD

H O S P I C E SM

A Chapters Health Subsidiary

Licensed Since 1984

YOUR CONSTITUENTS BELIEVE HOSPICE IS IMPORTANT

Over 110,000 Floridians Received Hospice in 2011

**“Harvey is one in over 110,000 Floridians
Who received the benefit, care,
compassion and love from Gulfside
Regional Hospice in 2011.”**

Harvey, my husband, suffered from dementia. When he became comatose, I asked for a hospice evaluation.

From the moment he was evaluated by the gentle nurse who visited with him, his transport to Hospice House, the four days and nights he received tender tending-to, and then his final breath, he was surrounded by family, friends and the most inspiring care givers.

The time we spent together in Harvey's hospice room was filled with stories about Harvey's worldwide adventures and exploits.

But there were quiet times, too. Quiet times when we could share the silence of our very personal memories and just, be.

My son and I shall always be grateful to Hospice for guiding us in this rewarding final ritual of life.

Gratefully,
Joan

*Joan Nelson Hook, Esq.
Board Certified Elder Law
Attorney*

Pasco County, FL District 5A



Harvey Hook

PLEASE SUPPORT THE

HELP HOSPICE ACT (S722/HR 3506)

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Gulfside Regional Hospice provides 250 jobs in Pasco County, Florida.

Gulfside admitted 1,300 patients and served over 5,000 families last year.

Please help continue serving the need!



**www.grhospice.org
727-845-5707**

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"It was during that time that I realized I wanted to help others in their time of need as our Hospice had helped me"

Over the last 20 years, I personally have been touched by Halifax Health – Hospice during the valuable end of life support brought to my family during the loss of several family members. We would not have made it through those painful losses without the support and dedication of our outstanding team. It was during that time that I realized I wanted to help others in their time of need as our Hospice had helped me.

Since I have been honored to serve on the Halifax Health – Hospice Advisory Board for almost 3 years now and more recently, a certified Hospice volunteer where I visit patients in a nursing home, I am acutely aware of how valuable, well-trained, professional and most of all compassionate our Hospice team is. I have also spent a great deal of time in our Port Orange and Southeast Volusia Care Centers. They both provide such valuable facilities for our area "end of life" patients and their families but notably, all these facilities are located in the southern part of the county. I am so pleased to see that Halifax Health – Hospice has been

granted approval to move forward to construct a Care Center in Ormond Beach. Not only will it add additional professional jobs to our struggling Volusia/Flagler economy, but it will help employ countless construction workers in order to build the facility.

Thank you for your continued commitment to the area

Charlene B. Irland
Advisory Board Member



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HALIFAX HEALTH HOSPICE
3800 WOODBRIAR TRAIL
PORT ORANGE, FL 32129

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*"Thank you from the bottom of my heart, and
from my husband who had peace..."*

Dear Hope Hospice,

When my husband Steve made the decision to discontinue chemotherapy for his cancer, we turned to Hope Hospice. The manager of your hospice house led us into the serene chapel and took Steve's hands in hers and began speaking softly and directly into his eyes, while still bringing me into the circle of care and love.

My husband and I were overwhelmed as tons of fear and worry were, in an instant, lifted from our shoulders. I looked at him and we each had tears welling up in our eyes as our hearts began to fill with hope.

The to be welcomed with open arms and unconditional love by every person there helped us so much to get through this journey with less confusion, frustration and fear. Everyone had a genuine smile from the start; the receptionist; night security gentlemen; dining staff; nurses; social worker; aides, cleaning ladies...everyone!

On Thanksgiving they set a table in the courtyard for us to share our last holiday luncheon together in the sunshine.

Thank you from the bottom of my heart, and from my husband who had peace through his final stages of life.

Where I hadn't the courage, there was Hope Hospice.

With never-ending love and admiration,
Ellen Gottlieb
Bonita Springs


Hope Hospice

Licensed by the State of Florida since 1984

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HOPE HEALTHCARE
SERVICES

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FORT MYERS, FL 33908

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please visit www.hospiceactionnetwork.org.

Hospice of Okeechobee, Inc.

411 SE 4th Street
Okeechobee, Fl. 34974

(863) 467-2321

Fax: (863) 467-8330

www.HospiceOfOkeechobee.org

Your Hometown Hospice



October 5, 2011

Words cannot express the appreciation I feel because of your kindness in not forgetting about me and my sweet mother, L. Mae Washington.

Yes, 1year has passed since my mother's death, but it seems like only yesterday she, my husband, and I were laughing and having fun together. She lived with us and I'm so thankful we had her near for so long.

Prior to my mom's illness, I knew very little about Hospice and the work you do. I learned quickly what a blessing you are. Margaret and the rest of your staff, made my mother's last 8 days on earth comfortable and pleasant. We felt you had a genuine interest in us.

Thank you, Thank you, Thank you. My husband and I will remember our experience with you for a long time.

Sincerely,
Gwen Solt

**Constance C. Anderson
108 Lakeshore Dr. #740
N. Palm Beach, FL 33408**

February 8, 2009

Hospice of Palm Beach County, Inc.
5300 East Avenue
West Palm Beach, FL 33407

Attn: Mr. David Fielding

Dear Mr. Fielding,

I would like to express my heartfelt appreciation for the compassionate care that was given to my husband, Alexander Anderson.

When we moved my husband from ICU to Hospice at Palm Beach Gardens Hospital, I did not realize what a gift we would be given. I can not say enough about the doctors, nurses, staff and volunteers. Seeing the care he was receiving and the comfort and support that was being extended to our family was wonderful. The day after my husband went into the Hospice unit he was talking smiling and joking. His adult grandchildren were here from Texas and we had an early celebration of his birthday. He was surrounded by 14 members of his family and it was a time filled with special love. A member of the family was always with him so we saw first hand the dedication of the Hospice staff. The music and massage therapy was so soothing and healing and the time the Chaplin spent with us gave us spiritual comfort...

Our second gift came when the social worker, Cindy, stated that Dr. Miskin said Alex could be transported. We were ecstatic that we could bring him home. Cindy made all the arrangements and by the time he arrived home the bed and oxygen was here and the wonderful night nurse, Kendra Sapp, had everything set up for his arrival. I have to admit I was concerned as to how we were going to manage not realizing that he would be receiving 24 hour nursing care. The Blue Team was so organized and supportive. We appreciated that they honored our request to have the night nurse, Kendra, come back. She was with us all but one night. I cannot say enough about her. She showed so much compassion and care. She would sit by him all night and bath and refresh him before the day nurse arrived. It again was a comfort to us to have her here.

From the first day Alex was admitted to the hospital, we felt we were on a roller coaster ride. He would be so bad one day and then perk up the next. The nurses would explain what was happening and what to expect. Arrangements were made for a priest to come to give him the last rights which put us at peace.

Alex died on December 29th a day after his 88th birthday. He made the full circle of life and was surrounded by love. Thanks to Hospice, he died with dignity and we were able to be with him till the end.

Hospice's roll did not end with the death of my husband. I have been contacted by the bereavement group and after speaking to them I know they will be there to give me any support I may need.

Hospice of Palm Beach and especially the Blue Team will always hold a special place in our hearts.

Fondly,

A handwritten signature in cursive script, appearing to read "Constance Anderson".

Constance Anderson
And family

Cc: Hospice Unit/ Blue Team
Palm Beach Gardens Hospital



I've trusted and been supportive of HPH Hospice for 10 years now. My father, father-in-law and dear friend all received Hospice care. HPH Hospice also always showed concern for our families. They made sure we had something to eat and gave us breaks because they knew what the road ahead was. Hospice comes in, answers your questions and just takes care of so many things so that you can spend time enjoying the time that remains.

The people who work for hospice are special people. They know what the outcome will be, yet they make it as peaceful as possible. They have nothing but care and compassion. For those providing the care, that compassion is not about money. You can be rich or poor -- they give everybody the same wonderful care. It's so important to know that. My friend, Jim, was Mayor of Zephyrhills for 27 years. The last few days we sat and watched the Gators play together and talked. There was a recliner in his room and we could do that. Sometimes I know he knew I was there, sometimes I'm not sure. But it was a real gift to have that time together.

The people who work for HPH Hospice are special people. It's no wonder people trust them as life nears an end.

Chris Drews



LifePath Hospice patient Flossie Horn had one wish...



...before she died, she wanted to see a sunset.

LifePath Hospice helped make that wish come true. With her dedicated LifePath Hospice volunteer joining her, Mrs. Horn watched a spectacular winter sunset over Sand Key. She told the *St. Petersburg Times*, "I didn't expect to see it again...If God made anything prettier, he kept it to himself."

In 2011, the healthcare professionals and trained volunteers of LifePath Hospice cared for more than 7,000 patients in Hillsborough County. By providing comprehensive and compassionate end-of-life care, LifePath Hospice helps patients and their loved ones make the most of life in the time they have remaining, just like Mrs. Horn.



LIFEPATH
HOSPICESM

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"It meant so much to the whole family"

Rachael Callison's more than three-year battle with cancer seemed far from her thoughts as she sat in the sunlight on the screened lanai of the Port Charlotte Hospice House. She drew dinosaurs, brushed sand from fossil fragments and peered through a magnifying glass to identify a tooth, a tusk, a wonder.

The 15-year-old had always known exactly what she wanted to be when she grew up. With a passion for paleontology, Rachael daydreamed of archaeological expeditions in search of fossils. Now, Tidewell had given her that chance by bringing the dig to her.

Expressive Artist Jane Welsh became a member of the care team when Rachael was admitted as a patient in February 2011. Her job, as part of Tidewell's Complementary Services, is to help create memorable moments. She found that opportunity for Rachael through a call to Chuck Ferrara, president of the Southwest Florida Fossil Club.

His visit was meant to be a surprise for Rachael, but Chuck found it to be just as rewarding.

"It is such a positive atmosphere. Everyone at the Hospice House



was upbeat and Rachael was very animated and excited. She knew a lot about dinosaurs and the animals that lived in Florida during the Age of Mammals. I shared some stories and we looked at some of the bones and teeth, like a megalodon shark tooth from Venice Beach."

Rachael's family members gathered closely around Chuck's case of fossils and shared in the excitement of the visit that lasted nearly four hours.

"It was a wonderful experience for my daughter, and it meant so much to the whole family," said Carrie Callison, Rachael's mother.

Rachael had become the paleontologist she always wanted to be.

"I was so surprised," Rachael said. "It was really cool. I knew some of the names, and I learned some new ones. It was amazing."

3 Reasons Why You Should Support the HELP Hospice Act (S722/HR 3506)

The hospice community is deeply concerned about the effect further modifications to the Medicare hospice benefit will have on quality care and access to the valuable services. We ask that Congress support the Hospice Evaluation and Legitimate Payment (HELP) Act legislation to help alleviate some of the potential hazards to hospice care.

- 1. Sensible Payment Reform:** The hospice community is asking Congress to direct the Secretary to pilot any new payment methodology first through a two-year, 15site demonstration program. This approach would help to overcome the current lack of reliable, comprehensive data upon which HHS can rely to evaluate potential payment methodologies.
- 2. More Frequent Hospice Surveys:** The hospice community urges Congress to institute a 3-year survey frequency requirement to ensure proper oversight of the certification system.
- 3. Hospice Face-to-Face Encounter Adjustments:** The hospice community is asking that Clinical Nurse Specialists and Physician Assistants also be allowed to conduct the face-to-face encounter, and that hospice programs be afforded 7 days after the initial election of services to fulfill the requirement.

Tidewell
YOUR LOCAL, NOT-FOR-PROFIT HOSPICE

SINCE 1980

www.tidewell.org

For more information regarding the HELP Hospice Act,
please visit www.hospiceactionnetwork.org.

Your Constituents Believe Hospice is Important,
and here is one who wants to share with you why.

Over 110,000 Floridians Received Hospice in 2011

"There is a better quality of life with hospice."

The day that Jarrell was diagnosed with esophageal cancer will be forever etched in my mind.

At first I had lots of hope but then I found myself sinking deeper and deeper into a black pit when the doctors dashed our hopes a few days later. Jarrell was in so much pain, growing weaker and weaker, literally starving to death. It was truly heartbreaking. Trying to get an honest opinion from the doctors was impossible. When my husband said "No" to more chemo and radiation, "call hospice", I felt a huge relief.

Jarrell Falk with
granddaughter,
Lilian

**Martin County,
District 16**

Hospice not only helped my husband. I am seeing a hospice counselor and she is helping me cope so much better. I wish I could reach more people with this message, let them know there is a better quality of life with hospice. Treasure Coast Hospice gives quality of life until the end.

Our social worker, nurse, massage therapist and all the staff at Treasure Coast Hospice are truly a blessing.

Ida Falk



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TREASURE COAST
HOSPICE

Phone: 772-403-4500
Address: 1201 SE Indian St.
Stuart, FL 34997

*For more information regarding the HELP Hospice Act,
please visit www.hospiceactionnetwork.org.*



June 8, 2012

To whom it may concern:

Hospice holds two special places in my heart – one as the face of a young woman who lost my father at the age of 18 and was a recipient of hospice services, the other as a current hospice employee. I know firsthand how important hospice services are to families such as mine, as well as the community at large.

I was 18 years old when my father was admitted to hospice with an end-stage diagnosis of liver cancer. He had undergone several treatments and waited for a liver transplant before he was referred to hospice. Our family had gone through several years of doctors appointments, failed treatments, painful symptoms, and missed opportunities to enjoy life together as a family. Had it not been for the hospice nurses who visited him, especially during the very last days of his life, I can only imagine how much more disoriented our family would have been. As we celebrate his life and the tenth anniversary of his death, I am reminded how sacred hospice care was to us, and to him.

When deciding what to study, and then what career to pursue, it one day became clear to me that hospice was the perfect choice. After receiving my Masters in Public Health I knew I wanted to apply my studies to assuring that people received the best healthcare possible when living with a chronic or life-limiting illness. I now serve as the Volunteer Programs Coordinator at Suncoast Hospice, developing volunteer programs that enhance the quality of life and services offered to hospice patients and their families. I am so very proud of the services we provide, and the generous contributions of our skillful volunteers.

I write you as a hospice survivor, hospice employee, public health professional, and advocate asking you to consider the HELP Hospice Act. Suncoast Hospice works diligently to assure that hospice patients and families received dignified, professional, and compassionate care. We want to make sure that all patients, regardless of their life circumstances, have the ability to receive this care. Please listen to the voices of not only myself, but others in our community who are so desperately pleading that more attention be paid to the regulations impacting hospice care.

Sincerely,

Melissa Moré



Dear Mr. O'Toole:

I would like to take this opportunity to extend my sincere appreciation for the outstanding assistance, professionalism and dedication to duty demonstrated by VITAS LPN Genlyn.

It was truly reassuring and a pleasure to witness her direct caring and professional knowledge, skills and abilities while caring for my father-in-law, Paul, who passed away on August 17, 2011.

LPN Genlyn was very kind, polite and extremely professional in interacting with the patient, as well as with my wife and my 88-year-old mother-in-law. The professionalism, expertise and positive attitude demonstrated by LPN Genlyn was exceptional.

LPN Genlyn should be commended for her outstanding job performance. The patient as well as the entire family was comforted by knowing that she was there caring and standing watch during this very difficult time. LPN Genlyn is an asset to VITAS. Her demeanor, professionalism and dedication to duty reflect great credit upon the entire VITAS Healthcare Corporation.

Sincerely,
Gregory

To Whom it May Concern:

My mother, Mary, was recently under your care. I was initially frightened by the term Hospice and was alarmed when it was recommended that she be placed on it since I did not feel that she was dying yet. Her primary care nurses called Vitas after seeing mom's condition deteriorate.

I have to say I was impressed with the level of care and compassion that she received during the two months that she was under hospice care. The nursing staff that we had on continuous care were exceptional, not only their expertise, but also their caring and patience with mom and us. We were "blown away" with the supplies that were provided such as a wheel chair, lift chair, hospital bed to name a few.

I want to commend ALL of them, the social worker, comfort therapist, chaplain, psychologist, and the nurses that came to bathe mom when she did not need the continuous care. Thanks to Dr. L for the house calls. I want to particularly commend our primary care nurse, Gloria. She was our angel and provided so much comfort and care for mom, her husband, my sister and I. She made mom's last days comfortable and let her die at home, in her bed, with dignity. Mom passed away on February 6th just before 8pm, just before the next shift was to arrive. Nadine who was the nurse who pronounced my mom's death was compassionate and sensitive as my sister and I watched mom take her last breath.

Your organization is the best!!! We recommended you highly to many people in the area.

Sincerely,
Lynn

To Whom It May Concern:

I wish to express my heartfelt gratitude to Yida for the loving care and excellent service she provides to my in-laws, Warren and Helen. Particularly for taking extra time to do more than is expected for her.

Yida helps Warren with the laundry and helps Helen with her hair and perfume and applies foot powder to her feet. Helen feels so pretty after Yida's been here. Being kind,

patient and compassionate comes so naturally to her that she probably has no idea how rare those qualities are, especially in these times when customer service has disappeared. Her work ethic should be an example for others to emulate. She is an asset to VITAS and a blessing to our family.

Sincerely,
D. Miranda