

June 17, 2019

Kelli Edwards
Care Resources
1501 South Pinellas Ave.
Suite A
Tarpon Springs, Florida 34689

Dear Ms. ^{Kelli} Edwards,

Thank you for the expert care that you and your staff provided over a years time for my mother Frances, and too, the **peace of mind** that I gained through our partnership. The advocacy that *Care Resources* has provided during her time in an assisted living facility was exceptional and enhanced my goal of a high quality-of-life for her at this advanced age.

As a daughter who is miles away, I am grateful for the protocols that you have established and abide by so assiduously. Although I have two loving family members residing near my mother at the Grand Villa, their devotion and available time could not equal the connections with professionals on and off site that you so deftly covered. This allowed them to remain 'family advocates' and eased their inexperience with medical needs and issues. Most especially, the concerns and stress created by a visit to the ER or hospital stay were markedly diminished for us all by your caring and skilled supervision of the many factors generated by an elderly patient unable to advocate for herself. Your expertise and your availability dissolved concerns and fears throughout. The patience, commitment, and professionalism consistently expressed by you and Rachel Bryant were a godsend!

Many, many thanks to Rachel for her professional and loving oversight as Frances transitioned into the Memory Care Unit in March, 2019!

I would be hard-pressed to distinguish which of us gained the most from our time with *Care Resources* – the once 'fiercely independent' elderly mother with all the attendant needs of cognitive decline or the 'only daughter' turning herself inside-out defying the unimagined demands of growing dementia of a beloved parent, long-distance!

If there was an Advocacy Award, *Care Resources* would walk away with the prize!

With gratitude,



Susan L. Serrano

Cc: R. Bryant