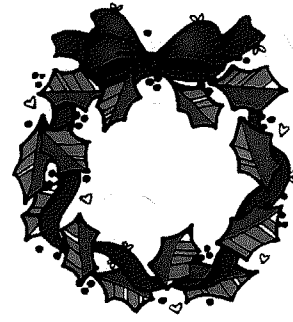


December 10, 2010



Tender Care Hospice
503 West 2600 South #200
Bountiful, UT 84010

Dear Adam and the Tender Care Hospice Staff:

I want to wish each of you a very happy holiday season. I have been thinking of you often the past 6 months since my step-mother, Dorothy Benzon, passed away. I can't believe it's already been that long.

Last July we received a letter from Amy Leavitt asking that we take some time and write down some of our thoughts and feelings about our experiences with Tender Care Hospice. I have been thinking about getting this done for the past 5 months. Since Christmas time is such a laid back, non-busy season of year, I thought this might be the time to finally get this done. ☺
It is truly my pleasure to be able to do this, and I apologize for the delay.

My step-mother, Dorothy Benzon, was a recipient of Tender Care Hospice's services for nearly 2 years before she passed away. It is an honor for me to be able to write my thoughts and feelings regarding their helpfulness in our time of need.

I would first like to express my thanks to Adam. Adam was always just a phone call away. He most often answered his phone quickly, and on those rare occasions when he wasn't readily available, never once did we have to wait any length of time for Adam to return our call. I was always impressed with his quick attention and concern for us. I was also impressed with his willingness to meet with us on our time frame rather than his own time frame. He was very kind about having to meet with the family on a Saturday or an evening in order to get things done. I was so appreciative of his expertise and his communication regarding those steps, laws, and forms that had to be met. He is so capable of explaining details of those things that were new to us as children. I also want to mention how much I appreciate Adam for the way he also took care of my dad, who was not really a client of Tender Care at the time. He called my dad "Dad" and took him to lunch and spent time visiting him at the house. I could not have asked for more. Adam is thorough, dedicated, caring and motivated to help others.

I would also like to express my thanks to the other members of the staff at Tender Care Hospice.

I felt as though I could call Andrea at any time. She was such a bubbly delight and not only assisted Dorothy and Dad with physical needs, but cheered them up and aided in their emotional needs as well. I communicated with her mostly through notes left on the refrigerator. I would leave her "lists" of things to do and she always did what was needed plus more.

“Nurse Susan” (as it appears in my cell phone), was a tremendous support to Dad and Dorothy, but especially during the final two weeks of Dorothy’s life. I asked her many, many questions about what was happening, what would come next, what would happen if . . . , and she answered completely and I understood. She was such a strength for me, personally, near the end.

Even after 6 months, Shirleen is still occasionally checking in with my Dad and dropping off dinner or treats. Her continual kindnesses are a God-send to the family and to Dad. Her visits with Dorothy and Dad were a blessing. Her watchful eye is so very much appreciated.

Amy, answering phones in the main office, was always easy to talk to and most helpful. I knew if on that rare occasion when Adam couldn’t answer his phone when I called, she could and would get in touch with him for me! Having her in the office was a great comfort.

In conclusion, words cannot express how grateful we are for the quality of assistance we received from Tender Care Hospice. Their name truly reflects their service . . . they do give tender care. I would absolutely recommend Tender Care Hospice to those who are looking for care for a loved one. I can testify that Tender Care Hospice will not let you down in any area. Their professional, dependable and loving hands will be by your side through each and every aspect of a terminal illness or medical condition.

Thank you again, you wonderful Tender Care people. I will always have a soft spot in my heart for all of you!

Merry Christmas.

Cherrill Galloway