

Michele Medicott
Site 4, Comp 7, RR1,
Yarmouth, NS. B5A4A5

January 27, 2011

Re: Testimonial on Shylo services

I contracted Shylo to provide in home 24 hour care for my mother from Dec 2007 to her death in November 2010. My mother had serious and complex health issues during this time but **thanks to the extraordinary care by all members of the Shylo team my mother survived years longer than doctors predicted.**

When my mother was released from hospital with congestive heart disease and renal failure in the fall of 2007 we initially hired another homecare company to look after her at home. This was a most unsatisfactory experience, with staff arriving late or not at all and preparing inappropriate meals for her kidney condition. To add insult to injury, my mother did not like the caregivers or her meals and was most unhappy.

At this time I started looking for a replacement company. What attracted me to Shylo was the fact the owner and supervisors were qualified RNs who would act as backup and support to the caregiver on the job. Given my mother's condition this medical knowledge would certainly be an asset. **I was most impressed by the high level of professionalism when I contacted Shylo and with the selection of a caregiver who turned out to be the perfect match for my mother.**

Shylo continued to impress us more and more over time. One night when my mother had difficulty breathing the caregiver contacted her supervisor (an RN) who lived close by. Deanna arrived immediately and drove my mom to Emergency. This supervisor (Deanna) was good to talk to and we had discussions about my mom's care, frequently. When we had problems with the health care system, Deanna used her contacts to help us find a solution.

Any concerns I had with the caregiver I could discuss with her and she quickly resolved them. Although the caregiver was absolutely outstanding and my mother loved her, from time to time little issues arose and Deanna was able to deal with them.

In retrospect it was well worth contracting Shylo instead of hiring a live in caregiver on our own. Shylo was able to act as an intermediary in any issues that arose with the caregiver. Shylo provided 24 hour nursing consultation. Shylo also looked after employee salary and benefits. It was also comforting to know that if our caregiver was ever sick, Shylo would provide an alternate.

As I mentioned in the beginning of this letter, my mom was in very poor health when we contacted Shylo. At that time, my mother's doctor predicted she might live a few more months. That was in 2007. **Her doctor has said often that Shylo, and Maggie her caregiver, are to be credited with keeping my mom alive and happy for an extra three years. For that we are eternally grateful.**

There are a number of home care companies on the north shore and it is important to choose wisely, we found out. Shylo in our experience was a very fortunate choice. The care could not have been better.

Sincerely,

Michele Medicott and family