

June 24, 2013

Josh Allen, Director
In Touch at Home

There are not enough words to describe our amazing two-year relationship with the In Touch service. My sister, Beverly, moved to Independent Living at La Vida Real in July 2011. She had just been diagnosed with early onset Alzheimer's and could no longer live in her home. She does not have family in the San Diego area, so I became her long distance caregiver from San Jose.

Shortly after her move, we realized that Bev needed occasional help in shopping and cleanliness, but she did not need constant attention. At that time, In Touch was just beginning their service at the La Vida retirement home. For Bev's family, this was a miracle. Since then, In Touch has become our constant support for any assistance that Bev needs.

I have nothing but praise for Justine Ortiz and her wonderful staff of dedicated caregivers. Bev's needs have progressed through these last two years, but at each challenge, In Touch has been able to resolve problems and give Bev the ability to retain her Independent Living arrangement. I am always amazed that Justine is so prompt in responding to my emails and phone calls. And, I have called her for help numerous times as it is frustrating to be a long-distance caregiver.

There are not enough adjectives to describe the wonderful qualities of all the caregivers who assist Bev. They have the wisdom and ability to assist a resident with Alzheimer's who can be stubborn and wants to remain independent. Bev feels they are friends who are there to help her, and they are patient when she refuses help and flexible enough to work with her moods. Justine has done an amazing job in guiding and training her staff and is so supportive when assistance is needed. The caregivers are loving and kind, but also able to ensure that Bev's personal cleanliness and health are a continuous priority. Sometimes it seems like there is nothing I can request that they are not able to provide, i.e. taking Bev to the theater, shopping, bank, cleaning Bev personally, sometimes more than once a day, watching what she eats, or just providing companionship which Bev loves.

The family would not be able to allow Bev to remain in San Diego without the help of In Touch. Justine has always been supportive when we meet and has given me the confidence that Bev is receiving the best care possible in an environment that she loves. Because of Justine's experience with Alzheimer's, she has the understanding of what family members experience and is able to offer solutions each time additional care is needed.

It is not surprising that In Touch has grown providing services to more and more people each year. However, even with this growth, we have never experienced a problem with the continuous quality of care that Bev receives.

Thank you to In Touch management, Justine Ortiz and especially to the dedicated caregivers who make life easier.

Sincerely,

Darlene H.