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Ms. Coprice Jones – Letter of Recommendation

In July of 2011, my mother – Deborah Spector Siegel was admitted into the Ark Rainbow Hospice of Park Ridge, IL. My mother was a two time survivor of breast cancer. Due to a combination of the bone marrow transplant, chemotherapy, and what was likely a pre-existing condition of congestive heart failure, by this date in 2011 my mom was in her end stage of life.

Rainbow Hospice was recommended by my mom's cardiologist and after about 3 weeks or so of having the service coming to her home; it was highly recommended that she spend some time at the respite center – The Ark.

Not knowing about what Hospice Care truly meant or what it meant to be admitted into a respite center such as the Ark, my brother and I were very unclear as to what to expect. After about a few days, we met CNA Coprice Jones. Almost immediately, we both were put at ease by Coprice's attentive, yet gentle and relaxed manner.

While many members of the staff at the Ark were truly exceptional, nothing quite compares to a personal bond that sometimes is built between two people. Although leaving my mom each night could sometimes be sad not knowing how limited her time

actually was, seeing the relationship that developed between Coprice and my mom truly put me at ease. My mom had a friend there. It's important to note, that my mom was at a point in her life where friendships and even positive interactions for her were very hard (understandably so). But Coprice's attention to her and more importantly her inherent caring manner allowed my mom to have this gift of closeness to someone for the first time in a long time.

Coprice is a true professional. Watching her work, one can see she is efficient, attentive, detail oriented and patient. This was so important in this environment and of course to my brother and me. As gregarious and out going as Coprice is, she was never one to make a point of boasting about all the little things she did for my mom that made such a big difference to her. It was only after talking to my brother that he happened to mention my mom told him she and Coprice had tea together every evening. Or my mom telling me how moved she was by Coprice sharing the book she had written and even personally signing it for my mom with a very touching and personal message (I still have it). My mom was a published author as well and I know my mom was so appreciative to meet someone with the same passion and dedication to sharing their life's experience. I realized there was a special connection here. But then again, I believe Coprice is the type of person that many people from all different backgrounds could connect to on a personal level. It's just the type of open and exceptional person Coprice is.

Both my brother and I benefited from the time Coprice took to talk to both of us personally during her overnight shifts as well. She always took the time to ask us how we were doing and would calmly listen to us and explain things to us during this bittersweet

time of watching our mother slowly but comfortably pass on. She was always a source of support and positivity.

Most poignantly, Coprice was on duty the night my mom passed away on July 22, 2011, right there at the Arc. I couldn't think of one other place in the world that I would have wanted my mom to quietly pass away in. Knowing Coprice was one of the last people to be in her presence before she died, did my brother and my heart more good than I can properly describe.

I can only imagine the wonderful and life changing work Coprice will do with Serenity Care. Her passion and vision for this home healthcare company will without a doubt create a new standard in this industry and raise the bar for any other companies trying to do anything similar.

I'm so grateful for everything Coprice did for my mother and I know families and patients alike will the same way if they have the care and attention of an organization with Coprice Jones behind it.

Sincerely,

Joshua Siegel