

July 24, 2014

To Whom It May Concern:

I appreciate the opportunity to tell you what an amazing caregiver Chronda is. Chronda first entered our lives just a little more than a year ago. My Dad, Ronald Berger had been diagnosed with bladder cancer which had metastasized and in November of 2013 he was given 4 to 6 months. Early in July 2014 it became evident that I could not maintain the task of caring for my Dad 24/7.

It was at this point we did research hoping to find just the right Company that could provide the right caregivers for Dad (please note we had previously tried other companies with Dad's surgeries with no success in finding the right match of caregivers). That is when we discovered Synergy of Katy. After talking with Haley Sheets in length as to what my needs were for a caregiver for Dad and what he would want, Chronda became Dad's first and primary caregiver. Please note my Dad was an 80 year old ex- Naval Officer of 30 years. He was very used to having people do exactly what was asked of them, while he was not to be told what to do. He was also a heavy smoker and enjoyed his Bourbon in the evening.

Due to Dad having bladder cancer the night shift became pivotal for him. He would need to get up to use the restroom every 15-30 minutes throughout the night. As his cancer advance it would cause him to pass out and fall when he got up to use the restroom. Initially he could be allowed to use a potty chair then as the days progressed a urinal while in bed was the safest.

Chronda understood Dad's need to be independent while keeping his safety as a top priority she would sit right outside his bedroom door at night to hear when he would stir to get up so she could be right at his side (he would often forget to say he needed to get up).

Through the weeks of Dad's declining health Dad started relying on Chronda more and more. He needed assistance in doing the simple things like bathing, getting dressed, remember to eat, to feed Jenna the family dog and the list goes on and on. Chronda always treated my Dad with respect and love. I never had to worry about Dad when I was not there and he was in Chronda's care.

Of course as it should be caregivers are always focused on the patient and their needs. Chronda takes it a step further she worries about the primary family caregiver too. In this case it was me. Chronda and I would talk about Dad's nights and what she and I both thought needed to be done and we were always changing his care plan based on his declining health. She supported me emotionally. I had just cared and lost my Mom to Alzheimer's 4 years before. With Dad's diagnoses of cancer, multiple surgeries just a year after her death, followed by a fall that required two brain surgeries within months of each other had taken a toll on me emotionally. Chronda was always the encourager letting me know what a good daughter I was and how lucky my Dad was to have me by his side. Her kind words and friendship during this time helped me get through this very difficult time. There were many a nights that she and I communicated about how Dad's night was going via text in the wee hours as not to wake him, but to fulfill the need I had to make sure Dad was doing OK.

Chronda and Dad's other caregivers went to assist him when he was hospitalized for a few days. I knew there was no way the nurses could handle Dad's demanding needs for using the restroom and his frustration on not being able to smoke. When Chronda showed up at the hospital to care for him the smile on Dad's face told the whole story and his words "there's my girl" made me know that our family was truly blessed to have Chronda in our lives at such a difficult time.

As Dad's days grew fewer Chronda took on an additional night with him. She also confided in me she hoped she would be there when Dad passed and if she wasn't she wanted to be called because she wanted to say her goodbye before he was taken to the funeral home. This touched me tremendously.

Full time Hospice care was not called in until the afternoon before Dad passed. As mentioned before Dad was very independent and loved living a life of solitude after my mom's passing. I continued to have Synergy there after Hospice came because I didn't want my Dad to awake and see a stranger caring for him. I wanted to make sure that he saw a familiar, loving face.

On September 19th just 6 short days after Dad's 81st Birthday he passed gently into the arms of our Heavenly Father in the wee hours of the morning. I am happy and pleased to say that Chronda was at his bedside during his passing and she called me to let me know his time had come but I was not quick enough to get there but I know he was not alone.

I want to drive home how really dedicated Chronda is to her patients and their families. During the last couple of weeks of Dad's life, Chronda and her family were going through a crisis of their own her grandmother was also dying. Her grandmother left this world just a few short weeks after Dad. Chronda never let this personal situation affect her time with Dad or her support for me. I consider this amazing.

You are now expecting this to be the end and I am happy to say it is not. Chronda and I have kept in touch to simply see how each other is doing. While that may not sound like much, her continued support after Dad's death has meant the world to me. Some people have referred to my current state as being a mid-life orphan. Well with special people like Chronda I don't feel like that.

In closing if more patients and families had the same kind of support we received through Haley and her staff specifically Chronda, the difficult time of the failing health of a loved one and often their passing would be so much easier to bear. Knowing that my father had such wonderful loving, supportive care at the end of his life has meant the world to me and our family.

Sincerely,



Kathryn Atkinson