

## Customer Quotes from Accountable Aging Care Management Client Survey 2011

*"We visited many nursing homes for my mother's care. Some were new and looked wonderful, some looked great on our first visit. Your advice helped us narrow the list, and after visiting many, both on and off your list, the one we selected was one you had recommended. It wasn't the newest and didn't look nicest, but it has exceeded our expectations in its care, its staff, and its communications with us. Without your advice, my mother may have missed out on the best place for her. Thank you. Also, with your staff checking in on my mother while we've been away has allowed us to enjoy vacations. We very much like the attention she has received from Heidi Spock as well as the reports she emails us quickly after her visits."*

Larry R

*"I found Accountable Aging Care to be a wonderful worry free solution to managing the care of a loved one."*

June S

*"It has provided me with guidance and insight on how to best care for my loved ones."*

Christian K

*"Accountable Aging has been a wonderful resource. A year and a half ago, my husband and I were confronted with problems related to his aging Mother that we were totally unprepared for. We really did not know what to do. Accountable Aging took the worry away by assessing my mother-in-law's condition, suggesting changes and improvements that would help her continue living at home, visiting her regularly, and by providing us with regular reports regarding issues related to her condition and practical suggestions for how to address them. Thanks Accountable Aging!"*

Mary R

*"Mary Cooper and Mary Koffend helped me understand the tremendous frustration which I experienced with my nephew's mental illness. Mary Cooper kept us informed by email on a timely basis of each and every service she provided to my nephew and his wife. Mary Cooper's meticulous timekeeping was the best I've ever seen. I am an attorney, and aware of the*

*importance of timekeeping for clients. Mary is to be commended. I never had any questions about your billings.”*  
Herbert H

“Accountable Aging Care Management literally took the "aging" off of my life span when they become involved in the care management of my sister!” Eda G

*“Accountable Aging was recommended to me by two women I respect - one a geriatric neuropsychiatrist, the other an executive in the caregiving industry. I was pleasantly surprised to learn of all the services they provide. I needed private caregivers for Mom, and AACM contacted a number of agencies who directly hire and schedule caregivers. Our case manager discussed my Mom's needs with them, and then recommended a company to me. The owner of that company is excellent. He can handle touchy personnel issues with a deft hand, protecting us from that chore. He hires based on compassionate, helping hearts. Because of the umbrella and referral arrangement, he is motivated to please Mom and me, and also AACM. After six years of caring for Mom, new issues continue to come up, and there is always more to learn. Our case manager is intelligent, educated, objective, and efficient. In my absence, I would trust her with very important decisions. It's like having a sister for back-up who actually pays attention and is ready to step in and help at any time. It is reassuring to know I can turn to her with any question, and she can provide answers and recommend resources. Accountable Aging also knows all the senior facilities in town, and they meet with management regularly. Once they know the type of care your loved one needs, they can recommend communities to visit. They are "plugged in" to the senior care industry and best practices, etc. Any need that comes up, from attorneys, to financial planners, to family mediators, to geriatric massage therapists, they can help. If you don't know where to turn or who to call, they can help.”*  
Cathy H

“Having Accountable Aging advise our family gave us the support and affirmation our whole family needed. We had reached wit's end, bouncing between hospitals and care facilities after Grandma fell and developed critical complications. When it was time to say goodbye, we knew we had done everything possible to help her recover. That peace of mind stays present long after the crisis has passed. Accountable Aging employees speak the

language of hospitals, care facilities and insurers. When they asked the questions, we could get answers. By their persistence, we got results.”

Holly S

*“Well, our elder has been less than accommodating. Your willingness to stay in the background and navigate her fears and concerns means the world to this family...as well as being a support to all of us across the miles and time zones. Having Spencer "on the inside" to represent the family while we are not in town has made it so much easier to deal with. When we say Spencer Brown is our family rep-- we get answers, call backs and explanations that I know we would not get so readily had he not made the negotiations and paved the way for us to have conversations with agencies that actually feel manageable and understandable. Spencer has been like a 'back stage pass' to making these transitions as smooth as possible. It takes the burden of trying to figure it out all by yourself off your shoulders so that you can deal with the feelings and emotions you have as your parent ages. You are not meant to do this by your self and Accountable aging has been with us through all the steps, predicting our next move and holding our hands and listening so patiently as we struggle to honor our aging parents wishes as well as meet her needs with out giving up the parent adult child relationship....when you are navigating the care system you have to be so tough...Accountable Aging is a #1 buffer for our family in this process.*

Angela W

“Your services have provided a tremendous peace of mind for our entire family to include all my siblings and my mother and father especially. The person that we work with (Heidi Spock) knows just what pitfalls to look out for and provides that extra touch to ensure that Mom & Dad are treated like individuals who matter.”

Sara Y

*“Your knowledge and reliability gave us confidence that we were doing all we could for our aging relative.”*

James G

“Our situation was cut short, but the help in research of good communities was incredibly helpful and I knew AA would only recommend the best.”

Linda C

*"Last May I needed to choose a Medicare Part B Supplement and a Medicare Part D under a lot of time pressure. I looked over the available information and was confused with the choices of plans (12+) and dozens of insurance companies for each plan. Mary listened to my desires and was able to reduce my decision down to 1 Part B Supplement insurance plan, 2 possible companies, and one Part D company. In a 45 short minutes I left her office confident that I had made a good choice. What a relief! I don't think I could have done it without her help."*

Mike M

Accountable Aging offered "peace of mind that we were doing the right thing, at the right time for our Mother."

Steve M

*"The Accountable Aging services I used were outstanding, and Mary and Mick Koffend terrific people as well as true professionals. It "saved my life" by taking some of the onus for handling my mother's bills and other affairs off my shoulders."*

Kathy A

"Accountable Aging Care Management allowed us to have a better idea of what was actually going on with my father at the care facility. We hoped my father would get better care because the facility knew we had Spencer Brown checking in and reporting back to us."

Patty C

*When asked "Is there a service that we provide that you really like or find particularly valuable?" Lynnette B, National MS Society Senior Manager said "The details in reporting and the excellent customer services that is provided to our individuals with MS."*

Lynnette B, National MS Society Senior Manager

"I have found the speed of your response invaluable. I have had to make some fast decisions in terms of facility transfers; you've always come through. I feel much more secure with this backup. I can deal with caregiving as opposed to bureaucracy or nanosecond but important decisions."

Quinton W

*“In my experience, you jumped right in 110% and figured out the big picture, and then set out a course of action, getting the proper people on board and expertly expedited the path to success and better care and better health for the overall person of my father. Your company and Mary Pat Smith were the greatest blessing!”*

*Jeannette S*

“I had been looking for weeks for someone to help me. I received accurate advice I could not find elsewhere.”

Robert Y