

Tampa, FL
Nov. 19,
2022

Hello!

It is my honor and pleasure to recommend Jocelyn Haber's company, "Mama Joy's Homemaker & Companion Care, LLC".

Better known as "Joy", Jocelyn cared for my 94-year-old mother Sally for several months in 2020. It was a challenging assignment, as not only was my mother unable to care for herself, but Covid required her to be quarantined in her room and in extended care facility for more than a year. As a result of the isolation, my mother had an especially strong need for love and social contact. During that time, I employed probably 20 different caretakers, day and night, from several caretaking agencies. I found that the quality of individuals provided by these agencies was not good, even from agencies that came recommended and talked a great game. Some caretakers were so bad that I had to discontinue them immediately, some on a moment's notice (as in "please go home now"). Even the ones that were okay were always coming and going, and I had to find a replacement. It all was maddening, because of course I wanted nothing but a warm, loving, competent caretaker for my mother, who could stay long enough for my mother to bond with her.

But one of them was truly outstanding. That was Joy. She stood head and shoulders above everyone else. We were so sorry when she left to help her daughter with her newborn grandson.

As you may remember, Covid was a difficult time. For over a year, my mother was isolated from everyone she knew, including all her family and friends. I visited her every day, but had to stand in front of her first-floor window, and try to talk to her and cheer her on a phone that worked sporadically, but kept disconnecting. Her long-term care facility even nailed her window shut, so she couldn't talk to me and hear me directly, or reach out and touch me. Nor would they let a cable installer in to hook up TV. Joy got me through it. She was always engaged 100%, supporting my mother's physical and emotional needs (and my own), in every way possible. I had high standards when it came to caring for my mother, but let me tell you, Joy was a "joy" through it all. My mother loved her, thrived with her, talked about her constantly, and missed her terribly when she left.

Joy is an unusually warm and cheerful person by nature, and lets her love flow onto the person she is caring for. Honestly, she couldn't have cared for my mother any better if it was her own mother. On my mother's birthday, I had lots of fun party items delivered to her room, and we had a birthday party while I stood at the window. Joy was totally into it, stringing streamers through the room, wearing the sparkly party hat that we all wore, blowing birthday horns, etc. She danced and sang fun songs to my mother (she has a good voice), and really cheered her up in her isolation. We even had a hard time keeping my mother in her chair and

preventing her from dancing with Joy. I made videos through the window, and my family still watches them. I'm telling you, Joy is truly a JOY, and we missed her terribly.

Aside from her warm, loving and supporting nature, Joy is also excellent technically. She provided everything I could ask for, sometimes before I knew I should ask for it. There was nothing missing in her toolkit. She was always on time, responsible, proactive, and a "joy" to work with. She anticipated her care duties and my mother's needs, and did what was needed without being asked. When I did ask her to do something, she always remembered, and she always did it right. Through her months with us, she unfailingly took care of all my mother's needs with competence and attention. Everything was always there for my mother. My family will appreciate that forever.

In summary, let me say that Joy brings a rare collection of skills and traits to Caregiving. I know how rare, because I tried so many others in taking care of my mother, and no one could touch her. You CAN'T go wrong hiring her. I give her my 100% endorsement. If she is not personally available, I am comfortable saying that any caretaker she sends will be dependable, competent, loving and caring. Joy's personality would not allow her to do any different.

Best wishes to you, and please feel free to call me anytime to discuss!

Sincerely,

James Panzarella
President, 2Shore LLC
415-830-7037