



To Whom it May Concern,

On behalf of Silverado Memory Care Community of Plano, I am writing this letter of reference to highlight some of the reasons we recommend 24 Hour Home Care as a resource for our residents. I am the Administrator with Silverado Memory Care and am glad to write this letter on behalf of Brad Gilmore and his team at 24 Hour Home Care. In certain instances, our residents are in need of additional assistance in the community, whether it is helping acclimate newer residents or assisting our team on the floor. With there being many options for home care, I am confident that when 24 Hour Home Care is with our residents, they are in good hands and receiving quality care.

At Silverado Memory Care, we provide a committed and passionate approach to ensure all residents are receiving a premier quality of care. 24 Hour Home Care has been able to continually exceed our expectations and accommodate any request from our staff, residents, and family of residents. Along with their great customer service and flexibility, they offer additional benefits that include urgent and quick responses to residents in need of assistance, live around the clock accessibility (including weekends/holidays), and tremendous professionalism. Along with helping our residents, Silverado Memory Care is also contracted with 24 Hour Home Care to provide 1-on-1 assistance for our industry-leading transitional packages along with supplemental floor staffing. With all of their caregivers going through a series of extensive specialty trainings, we can ensure our residents are going to get the compassionate and person-centered care that we require.

Through great experiences with our team and residents, this has enabled Silverado Memory Care to build a strong and trustworthy partnership with 24 Hour Home Care. I look forward to continuing to grow this partnership to ensure our residents receive the highest quality of care when additional needs arise. Please feel free to contact me with any additional questions.

Best Regards,

Jennifer Reagan, LMSW

Administrator

