

September 19, 2007

Dear Debbie,

Thank you so much for your comments. I am almost at a loss for words on how to best respond. We appreciate so very much not only your kind comments, but the fact that you took the time to write such a wonderful letter to us! We know that your time is more than 100% committed, and to find time to send us your comments means a great deal to us.

The five of us who started Care Giver Support Products, and invented the FAWSSit™ Fold Away Wheelchair Shower, did this because we, too, became caregivers and found that the comfort and dignity afforded by a shower were not available to the family members we were caring for. To learn that you and Ken are both doing better because of our FAWSSit shower is the best reward we can receive.

I, too, am a career IBMer who took an early retirement because my sister and only remaining family member contracted a very aggressive form of cancer and was so sick that she could not care for herself. My choice was to either put her in a nursing home or to take a leave of absence from IBM and become her caregiver. I chose the latter. Her chemotherapy left her so ill that she could not get out of bed, and in fact caused a stroke which made her even less capable of handling even the most basic of daily needs.

We looked for some way to bathe her without re-modeling her home. Having been in the healthcare industry for my whole career (I am a Registered Pharmacist who worked in IBM as the designer of the first pharmacy computer systems, and spent my entire career in the healthcare industry), I thought I could find a solution on the internet or with the clients I had worked with for many years. I found nothing.

Upon returning from my sister's home in Minnesota after a year away from my home and job, I met a couple in my own hometown of San Leandro, California who owned an auto upholstery shop that did a lot of work on boats. They had faced a similar family challenge with a mother who was old, large, and suffering from Alzheimers, as well as a 42 year old son-in-law with brain cancer. They had become caregivers too, but Larry and Rosemary Arnold, the inventors of the portable shower, decided to do something about it. They designed and built the first portable shower unit to help their family members. But if we had not met in a local café, their invention would have stayed in the back of his upholstery shop.

Being a good IBM exec, I decided we had to offer this to the rest of the world!!! Hence, the formation of Care Giver Support Products, LLC, and the ability for Ken Rienecker and many, many others to have the comfort and dignity of a warm shower.

Now you understand why your letter meant so much to those of us who now manufacture and sell this product!

We are taking you up on your offer, Debbie, to share Ken's and your story with all of the VA hospitals and the thousands of others who go to our website. And, we are taking

your suggestions for the FAWSsit products. We have already increased the length of the hoses to 12 feet, we are investigating a rubberized sponge to add as an attachment to the drain hose to help direct the waste water, and we are adding cleaning and disinfecting instructions to our user manual.

Additionally, we have re-designed the “hands-free” bar that holds the shower head, and we will be sending out an upgrade notice for all of our current users as well as offering it as a standard offering for all new purchasers.

Debbie, on behalf of all of us at Care Giver Support Products, designers and manufacturers of all four of our FAWSsit Fold Away Showers (our Standard model, our Bariatric model for larger individuals, our Tall shower for emergency and HazMat clients, and our Recliner model for children and high quadriplegics) I want to thank you so much for your heart-warming letter and your terrific suggestions.

We wish Ken, you, and your entire family and caregivers the very best that life can bring you. We are happy that our portable shower is helping a little to make some of that happen.

With Warm Personal Regards,

Judy Seidmeyer, R.Ph.
President

p.s. I forgot to mention that my sister survived her cancer, her stroke, and now a heart attack. And, we continue to look for other product ideas to help other care givers.