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Ken Schena
Schena Ostomy Technologies, Inc.
2313 Harrier Run
Naples, Florida 34105

Dear Ken,

This letter is long-overdue. I always think about writing to you when I return home after a day of teaching, and especially after an overnight trip. And yet, interruptions have kept me from writing over the past two-years.

I have just returned home after being away for 5-days. One of the first things that I do when I get home from work or after a trip, is head for the bathroom - either one, because they both have an EZ-Clean Pouch Cleansing system (I actually have a third system at my home in Virginia.) The sense of relief that I feel when I am able to quickly and thoroughly empty and cleanse my EZ-Clean Pouch after using your cleansing system can only be understood by other users of your products. My stoma is situated in such a way that waste fills all the way to the top of my bag, above my stoma. When I am teaching or traveling, I empty my bag from the bottom, filling it with water from a water bottle and then dumping the waste into a toilet. This means that I must always carry a larger purse to hold an empty water bottle, I usually have to fill the bottle more than once to empty my bag, and never am I able to get rid of the waste that sits in the top of my bag. I fixate on that fact when I am away from your pouch cleansing system...the waste that remains. After I cleanse my bag upon returning home, I actually let out a sigh of relief. Your products have made dealing with a permanent ileostomy tolerable.

I learned two-years ago that you are more than an inventor and marketer. I was lucky enough to meet with you a month prior to my surgery. We met after I attended an Ostomy support meeting. I realized that I needed to prepare for life with an ileostomy prior to my surgery. A good decision on my part because neither my doctor nor the hospital inquired if I had supplies ready to use upon my release from the hospital. I was sent home with a few bags, and actually had a breach within 12-hours of being home. I have turned to you more times than I can count. I have interrupted your family life and spent many hours in your office or on the phone with you. You were there when I called you late at night because of a skin or application issue. You have custom cut bags for me to accommodate loops after a subsequent surgery. You provided me with diet information, and recommended competitors' products when they solved a specific need that I had. I have called you for assistance often because I was not able to get the same level of support from my surgeon or his staff. This is partially due to the limitation of business hours, but mostly because you have experienced the same issues that I have encountered. You are a problem solver. You are always one step ahead. You have developed products that help me to live a normal life (almost!) but just as important is the level of customer support that you offer to your clients. I do not think I could have gotten through the past two-years without your guidance. Your products speak for themselves. Some people name their stomas. I won't because I hate the idea of needing a stoma; however your support and guidance have made a negative situation tolerable. I consider you a friend and someone I will always be grateful to because of the support you have given to me.

Fondest Regards, Christie Bickelman