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To whom it may concern;

I am sending this letter to explain the importance of the Ombudsman program. My mother had vascular dementia and was in care at a facility in Glastonbury. We had chosen this facility for its excellent care. After a year of my mother being in this facility the owners sold the facility to a company out of state. As soon as Sunwest took over care for my mother and others in the facility deteriorated to dangerous levels. We attempted to contact the new owners to no avail.

I contacted the Ombudsman office for help with this situation, the staff was wonderful and helped us contact the new owners and worked with us for months solving the issues we had with care. Had it not been for the Ombudsman office and their support of the families I am confident that there would have been serious injury to either my Mother or another resident in the facility.

The elderly need advocates for their care, many are not capable of taking care of themselves and have little or no family to help. The Ombudsman's office is an important program to aid the elderly and their families with situations similar to this.

Respectfully,

Deb

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