

September 6, 2020

Dear Ms. Edwards,

I'm writing to thank you for your support throughout the experience of deciding what was best for my mother, Mary M.

From our first phone call to the most recent e-mail, you've been nothing but supportive. I was at a loss trying to communicate with the staff at my mother's previous residence, made more difficult by the corona virus. I hadn't been able to see my mother for over six months and felt that my mother was placed in the wrong area. She had originally been in assisted living but was moved to the health center in March following a fall. Then the virus shut down the location and she became further isolated.

You helped me move at an urgent pace because you understood my frustration. You were amazingly organized, and kept me organized as we worked on paperwork, contacts and arranging meetings.

When I finally understood that she needed to move closer to me, you helped me find a new home for her out of state. Throughout the process you were empathetic and made me feel reassured that what I was doing was best for everyone. My mother is now happier than she's been in months, which of course means I'm happier. We're able to see each other weekly in person vs. zoom phone calls. She's engaged with staff and residents and participates in the activities and eats outside of her room. I believe she'll re-gain her strength, both physically and mentally after months of isolation.

I'd never heard of geriatric care managers prior to my experience with you, but I'd recommend you to anyone who was searching for the best care for senior citizens in their care. I'll send pictures soon of a very happy mother!

On behalf of my family and me, our deepest gratitude.

*Betsy Wendt*