

Oct. 20, 2011

Dear Mr. Parker,

Thank you so much for taking the time to reassure me about Merrill. After seeing you I stopped for lunch, then went to Meadowbrook when I arrived, Merrill was pushing to catch the bus back to the Bristol, so we didn't have time to talk. I'm sure I'll catch up with him soon.

I compliment both you and your staff. On both my visits I've been greeted and assisted by friendly, helpful, caring, and knowledgeable people. I thank all of you for your efforts on my behalf and am glad to know Merrill is in such good hands.

Sincerely,

Harriet W. Luce

Long Term Care Ombudsman