

To: Natalie Ippolito

From: Carol

RE: my testimonial, for any use you would like

Jan. 26, 2021

My sisters and brother and I are so grateful that we found Silverado in Tustin. It was the perfect place for my mother to live the final years of her life. The facility itself is very clean and comfortable, the food is fresh and healthy, the activities available to residents are high quality and staff members are top-notch.

The four of us made the difficult decision in March 2019 to move my mother into an assisted living facility. Her dementia was causing her to be more than we could handle on our own, even with a live-in caretaker. Leaving her at her home – which was what she wanted – became a safety concern because she regularly was walking out of the house at all hours, wandering the neighborhood and sometimes knocking on neighbors' doors. She had reached the point at age 88 where she didn't know where she was and struggled to speak coherently.

What really sold me on Silverado is that they specialize in people with dementia and Alzheimer's disease. Not only are the staff experts in working with people with these conditions, but by accepting them exclusively, Silverado is able to give their residents free reign of the entire facility. So many other places we looked at confine dementia residents to a locked ward. That felt too much like prison to me.

Because my mother moved into Silverado against her will, she was a challenging resident at first. Silverado staff never gave up on her, knew just what to do and eventually, my mother considered Silverado her home and from all accounts, became close to staff members and with some of the other residents. That was a huge comfort for us kids, especially beginning in March 2020 when COVID-19 kept us from visiting our mother in person.

My mother's close relationship with staff and vice versa became even more important when her health started to deteriorate. At this point, Silverado allowed compassion visits, so all of us were able to see my mother several times before she died in early December 2020. It was a huge comfort for me to know she was never alone during her final days, even during the periods when none of us kids were visiting her. The Silverado staff created a wonderfully warm and loving environment focused on my mother's comfort that allowed her to die in peace and with dignity.

And that's the bottom line regarding my experience with Silverado. Their residents' dignity always comes first. They have a wonderful philosophy backing their care of people with dementia and Alzheimer's. They were great about keeping in touch with all of us throughout my mother's time there. And when it was possible pre-COVID, were encouraging and welcoming of our visits with our mother, even serving us lunch.

I would highly recommend Silverado.