

**For the record, I am Jim Condos – VT’s Secretary of State. I am sitting before you today to discuss elder care and specifically what my Mom has been thru’.**

**My parents (who had retired and moved to FL after 40+ years in VT) decided to move back to VT about 6 years ago to be closer to their kids (my brother, sister and me) and grandkids.**

**They first lived in Allenwood Senior Housing in SB – senior independent living.**

**As my Dad at age 89 was in his last days – I remember him saying to me “Promise me you will take care of your Mother.”**

**After my Dad passed away in 2015, my brother, sister and I made the decision that my Mom would require additional care so we moved her to the Pillsbury sister facility of Pillsbury South.**

**Life went along pretty well – lots of activities (on-site and off), good nursing care, and good food.**

**Then in 2017 – the Pillsbury facilities were purchased by an out of state venture capitalist who had experience owning such facilities – or so we were told.**

**From March 2018 until December 2018, we had not rec’d an invoice for my Mom’s care/residence. We later did pay the 2018 portion in late December after a temporary receiver was installed.**

**Several other people who had a parent living in one of the facilities had also contacted me about their concerns.**

**Earlier in the summer, I rec’d a call from the cosmetologist who is on-site once a week providing haircuts, & perms - she had not been paid in several months.**

**Sometime in the early fall, with concern about how the facilities could operate without revenue – I contacted both the AG and DAIL. I believe an investigation and inspection was started at about that time.**

**I want to be clear that I believe that I believe the AG/DAIL were doing what they could. They have stayed in communication with me.**

**We all had noticed that the food was not the same – in fact, we later learned that staff was purchasing food on their own to insure the residents had food. The snack cart was eliminated.**

**My Mom had complained to us several times - and she had lost approx. 10-15 lbs. during this time. If you knew my Mom, she is not one to exercise.**

**We also knew that they were having staffing issues.  
As a result, off site activities were eliminated.  
The resident call button would take longer to be answered.**

**Many times, we noticed that my Mom's waste basket in the bathroom had not been emptied in some time – and it was full of used adult underwear. We would notify the nursing staff.**

**After the state's investigation, AG/DAIL went to court in early November and received a temporary receivership designation to stabilize operations, resident care, pay utilities, and provide funding to bring food into the facility.**

**Communications with residents and family improved.**

**Then in mid-December, I rec'd a call from an OPR investigator re: a possible drug diversion at Pillsbury South.**

**Please note that as SoS I oversee OPR (nursing, pharmacists, and pharmacies) so it is not unusual for me to be informed of a possible media inquiry.**

**On that call I was then told that my Mom was a victim - the diverted drugs were my Mom's prescription fentanyl patch for severe pain in her shoulder.**

**We have no way of knowing what the true effect on my Mom was but it was at this time that a few things started to make sense.**

**For the months of November and December, we had noticed my Mom had many mood swings – she seemed crankier than usual – but at age 90 we thought this might be normal.**

**My Mom had stated to us that she thought people were stealing from her. Due to her memory issues, we downplayed it.**

**Now we are concerned that this diversion of her pain medicine might have been the cause.**

**Since the diversion was discovered, and the care and nutrition improved, she now seems to be improving physically and emotionally.**

**There is probably no way to know for sure.**

**I know there are at least 3 investigations on-going:**

- **SBPD**
- **Adult Protective Services**
- **OPR – Nursing**

**Recommendations:**

- **More oversight and inspections of operating senior housing facilities**
- **Require “computer” reporting for better oversight/audit of care & pharmaceuticals**
- **Sales of these facilities should undergo rigorous review**
  - **The current owner – pre receivership - has facilities in several states**
  - **Many with similar problems**
  - **At least one other state is moving to receivership after VT**

**Good news update:**

**My Mom was a resident of Pillsbury South until last week when we moved her to the Converse Home in Burlington for better and more secure care.**

**And altho’ she has only been there for a week – her attitude, demeanor, and physical well-being have continued to improve.**