

HOLLY GURNEZ.

I had never heard about the Towers before. A friend of mine suggested I put in an application for my father in law. At that time, our Dad lived alone in an apartment community in New Haven. He wasn't at the point of being placed into a nursing facility.

When I toured the Towers, I was most impressed by its physical surroundings, infrastructure, cleanliness, the social and welcoming atmosphere, safety and accessibility, activities, support, dining, the Organization itself.

The application process was very informative. I was given a full understanding through the entire process. If I had any questions or concerns, I could reach out to the staff. Who in turn returned my calls in a timely manner. Our Dad's apartment is well matched to his needs, and is comfortable and safe.

Since our Dad has lived at the Towers, we don't have to worry about him as much. If there's an emergency of any kind, or situation with him that needs attention, security or the staff will contact us immediately. If there is a major concern, the Residential Staff will meet with the family to discuss future options, while focusing on physical and mental needs to determine transition to a higher level of care.

I appreciate and have the utmost respect for the entire Tower Organization, Staff, Security, ^{and} Maintenance. The staff is well acquainted with its residents. We can contact any part of this Organization, if we need help concerning our Dad.

The Towers maintains an exceptional quality of services, safety and living for its residents - well being. The Towers is just not another place to live. The Towers is a community.