

To whom it may concern,

My name is Charles Smith. I am the owner of Pacific Living Centers, inc.
We are an RCF licensed for the memory care of anyone diagnosed with dementia.

I am writing to inform those interested in my experience with a national placement agency called A Place For Mom.

I contracted with A Place For Mom approximately five years ago and used their services for just over one year. They were very professional in their original presentation of their services and I looked forward to working with them. I soon found out that I owed them money for every new resident move in no matter where this new person came from. Any of my own marketing results ended up paying A Place For Mom anyway. Even if this new move in was a referral from another facility such as assisted living, etc... It seemed as though A Place For Mom had contacted literally everyone, everywhere. Anyone who ever contacted them at any point in their search for senior care was tracked by A Place For Mom for months after that contacted.

I decided at this time to do some secret shopping. I contacted A Place For Mom from my home phone and said I was looking for a home for my Uncle Tim. Tim was my FICTIONAL UNCLE suffering from advanced alzheimer's disease. Fake Uncle Tim had severe behaviors and was exit seeking. Fake Uncle Tim needed a very specific type of care. What I received from A Place For Mom was listings and phone numbers from every facility in my area that had anything at all to do with senior care of any kind. This was basically a section out of the phone book. It included retirement companies, nursing homes, assisted living facilities and adult day care companies. There was no research whatsoever done as far as what kind of facilities would be appropriate for my poor Fake Uncle Tim. As a result, I was supposed to do the research on my own, contact the facilities, and determine a proper placement.

At the end of this exercise the facility in which I placed Fake Uncle Tim would owe A Place For Mom a full months rent. During this entire time I was repeatedly contacted by A Place For Mom to discover where I had placed Fake Uncle Tim.

It didn't take me long to cancel my contact with A Place For Mom. The payments to this company continued for months afterward until everyone in the system had been cleared.

My experience with this placement company was so poor that we have resisted using any service of this type since.

If you have any questions please feel free to contact me.

Best regards,
Charlie Smith
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