

I was issued a 30 day  
Notice and was contacted by  
Renea miller who assisted me  
with the appeal process. I got  
into a New facility with her  
help. I love the New facility  
and was Elected president. If  
it wasnt for ombudsmen's  
Program who would advocate for  
Residents in Long term Care  
facilities

Respectfully  
Patricia L. Paiva 4-20-26

Pine Acres  
Patricia Paiva

**From:** Elaine Savini <esavini1@gmail.com>  
**Sent:** Tuesday, April 28, 2026 4:47 PM  
**To:** Charline Scanlon <charline@alliancebltc.org>  
**Subject:** Charline Scanlon ombudsman

I am writing to express my sincere appreciation for the support Charline Scanlon has provided. Her guidance, patience, and advocacy have been invaluable as I navigate my husband's health issues.

Charline has developed a respectful and trusting professional relationship with my husband during a time when he truly needs to feel supported and understood. I know I can reach out to her with concerns, and she will follow up directly with him to discuss the situation.

Her dedication and support are greatly appreciated during this difficult time.

Best regards,

Elaine Savini

**From:** Beverly Sutton <[beverlysn@verizon.net](mailto:beverlysn@verizon.net)>  
**Sent:** Tuesday, April 28, 2026 1:18 PM  
**To:** Charline Scanlon <[charline@alliancebltc.org](mailto:charline@alliancebltc.org)>  
**Subject:** Virginia

It is great to know that there is an organization to help the elderly. My sister was in need of help regarding elder abuse. This organization informed me and my sister of all her rights. Sharleen became an advocate for my sister and provided much needed assistance in resolving issues. My sister's finally happy that she has someone to help her when she previously felt so helpless.

## **Lori Light, RI State Long Term Care Ombudsman**

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**From:** Hally Azevedo <hrwazevedo@gmail.com>  
**Sent:** Tuesday, July 2, 2024 4:28 PM  
**To:** Kathleen Heren  
**Cc:** Lori Light; sandra.warrender16@gmail.com  
**Subject:** A note of appreciation for Lori Light

Dear Ms. Heren,

I am writing to you in regards to one of your ombudsmen, Lori Light. She was assigned to my father, Frederick Paul Warrender's case. He is a patient at Oak Hill Center for Rehabilitation and Nursing in Pawtucket. I won't get into details about his case, as I just want to let you know why I think that Ms. Light has the perfect last name for what she did for my family. She shed a lot of light regarding a situation that was confusing, frustrating, and extremely upsetting to my mother and me.

We were dealing with a family crisis, and honestly still are, but Ms. Light was a professional with integrity, who we had to rely on and trust. I believe that Ms. Light did the best that she could do in her investigation. What was especially helpful was the fact that she was available to my mother and me at all hours. She thoroughly explained our rights when the nursing home was bucking us at every turn. She treated my father with the respect and dignity that he deserved. She was honest with her thoughts and opinions, which have helped us move forward.

Thank you for assigning Ms. Light to our case.

Warm regards,

Hally Warrender Azevedo

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**Re: OmbudsmanNursi**

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**From** Janet Bowden <bomomsback@aol.com>

**Date** Fri 4/24/2026 3:02 PM

**To** Renee Miller <rmiller@alliancebltc.org>

### Freedom Tech Email Protection

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On Friday, April 24, 2026 at 11:30:40 AM EDT, Janet Bowden <bomomsback@aol.com> wrote:

As a recipient of the services from the State Ombudsman Program, I would like to relate the experiences I had with them. My ongoing contact had been with Renee Miller, Ombudsman. I was a resident of Cra-Mar Meadows, Coventry R.I. at the time the announcement was made of their planned shutdown. As was the case of the other residents, I was completely shocked at the news. The care and nurturing I received at this facility was outstanding. My immediate reaction was the fear as to where the future would take me. I had previous encounters at several nursing establishments and know that the standards of some were much lower than Cra-Mar in relation to personal attention, and also lack of cleanliness. I feared I would be unable to relocate to a similar situation as I did at Cra-Mar.

I was very fortunate that Renee visited Cra-Mar to offer assistance to those who had no idea where to begin to search. Renee was immediately reassuring that she would be able to help those who had the same fears as me. When she interviewed me, I felt a calmness that made me realize that I had someone to turn to. She asked if I had any preferences as to places I was interested in. I related that my hope was to be able to relocate to Alpine Nursing Home, also in Coventry. I had heard that it had an excellent reputation was wondering if that was a possibility. Renee encouraged me that she would make the necessary contacts to see if this could become a possibility. It made me realize that there may be hope. Shortly thereafter, Renee notified me that I was accepted as a resident at Alpine, and I was relieved to hear the news. I'm certain that other residents were treated as respectfully as I was.

I am grateful that I had someone to turn to in my time of distress. The Ombudsman Program has made a special impact on my life, and I was fortunate when Renee Miller offered to help solve my dilemma.

**LORI SPREMULLI CONFREDA**

461 Pavilion Avenue . Warwick Rhode Island 02888

401.451 1614

lconfreda@gmail.com

April 18, 2026

State of Rhode Island  
Rhode Island State House  
82 Smith Street  
Providence, RI 02903

RE: Office Of Healthy Aging/Long Term Ombudsman Care

Dear Sir/Madam:

The State of Rhode Island Long Term Ombudsman Care and Office of Healthy Aging is paramount to providing our elderly and disabled citizens protection and care while navigating through nursing facilities. I am a caretaker to several family members, including my brother Donald "Donnie" Graham, who is sixty-year-old man battling severe muscular sclerosis. The Rhode Island Ombudsman office has been instrumental in assisting my brother secure long-term care. In addition to helping with his medical care placement, it also offered him protection from financial exploitation and abuse from his wife and stepdaughter.

In 2024, Donnie contracted COVID-19 while he was living in his own home and, with his underlying disease, COVID rendered him physically incapacitated. He was admitted to Kent Hospital and subsequently transferred to a nursing facility for rehabilitation. One day, his wife and stepdaughter showed up to the nursing facility with an attorney who wanted Mr. Graham to sign a power of attorney over to his wife. They didn't want him to return to his home or for him to be in charge of his finances. Donnie, however, was of sound mind and was not in agreement.

That's when Ombudsman Beth Mantia, who was assigned to West Shore Nursing & Rehab, stepped in and advocated for Donnie. She not only stood up for his constitutional rights, she respected his dignity and honored his humanity. She worked to get him settled into an appropriate nursing facility for rehabilitation and facilitated a safe return back to his home. Two years later, Donnie is thriving and living comfortably in his own home.

As Donnie's caretaker, I can personally attest to the invaluable impact that the Ombudsman Care and Office of Healthy Aging has had on both of our lives. I will always be grateful to Ms. Mantia and hope that she and her office can continue their work in our community and guide families through safe, respectful long-term care.

Sincerely yours,

  
Lori Spremulli Confreda

Jamie Tebano

Mother-Sara Tebano

The ombudsman office has helped me so much. I've been overwhelmed, ready to scream and felt like I had nowhere to turn to and I was able to call Beth and she's answered every single one of my phone calls and has helped me in every single way when I felt like I didn't have anywhere to turn. It feels really good to know that I have someone on my side who understands and most of all wants the best for my mom just like I do there were times when I was crying and completely overwhelmed no matter of the day or the time I was able to call Beth and if it's something that needed her attention immediately she was able to call the nursing home on my mom's behalf. If it wasn't for my TikTok and everybody telling me to reach out, I never would've known about them and I'm very grateful that Beth and Lori both reached out to me. It has helped me tremendously.

Cindy Lee Pagliaro  
5 Country View Drive  
Johnston, RI 02919  
401-942-7914

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April 18, 2026

Ms. Lori Light, Executive Director  
Office of the RI State Long Term Ombudsman  
422 Post Road, Ste. 204  
Warwick, RI 02888

Re: Dorothy A. Zambarano/Cedar Crest Nursing Home Cranston, RI Complaint

Dear Ms. Light:

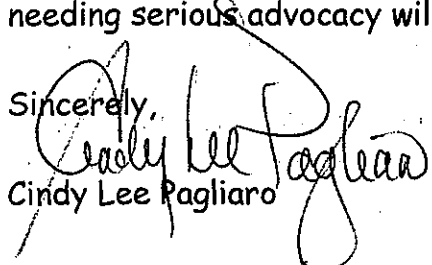
Thank you for taking the time out of your hectic day yesterday to speak with me in behalf of my mother and Cedar Crest Nursing & Rehab Center of Cranston, RI as it relates to my disregarded concerns (since April 19, 2021) by RIDOH and others despite my repeated attempts over the past five years.

During our conversation, I learned your work is based on *real-time* happenings. However, after discussing with you a snippet of what our family and more importantly, my mother experienced, it is my sincere hope you will keep Cedar Crest front of mind for future reference. It would satisfy me greatly if this facility is forced to own up to and be held accountable for any objectionable treatment of those unfortunate to be admitted to their care.

It is an inexcusable fact that I cannot garner the attention of *anyone* within the State in order to help rectify the deplorable treatment afforded to Cedar Crest patients, more specifically, my mother. As stated, their silence is deafening!

Again, thank you and I look forward to meeting with Ms. Girard when the time allows. With you at the helm, I am comforted that nursing home residents and their families needing serious advocacy will experience some grace and hopefully be heard.

Sincerely,

  
Cindy Lee Pagliaro