

December 9, 2002

XXXXXX XXXXXXXXX
XXXX W. Olympaid Lane
Riverton, UT XXXXX

Dear XXXXXX,

XXXXX XXXXXXXXX has applied for a volunteer Ombudsman position with Salt Lake County Aging Services. In this position Karen will be working as an advocate for the frail elderly in long-term care facilities. After extensive training and receiving certification from the State of Utah as a Long-term Care Ombudsman, she would provide advocacy, complaint investigation, mediation and program resolution on behalf of senior residents. Karen would be responsible for documenting, reporting results and meditating between residents and facility administration, and would be working with a diverse population of the elderly.

XXXXX has listed you as a personal reference and it would be greatly appreciated if you would complete the enclosed reference form and return it as soon as possible in the self-addressed, stamped envelope.

Thank you for your assistance.

Sincerely,

Jamie Zwerin
Ombudsman Volunteer Coordinator
(801) 468-2853