

Warren County Health Services Committee
Countryside Adult Home
Meeting Agenda
June 19th, 2009

Pending Item:

New Business:

Resolution Request to: Abolish the vacant Part-Time Food Server Position

Rational: This position has been vacant for about a year.

Request to hold off on the decision to abolish the Activity Director Position for 30 days while we examine the all options that meet the needs of Countryside and the County.

Rational: I would like to retain the Activity Director in her position while we continue to discuss all options and requirements.

RESOLUTION REQUEST FORM NO. 20

MISCELLANEOUS

****Please List All Other Requests Not Covered by Previous Resolution Request Forms Here.
Please attach any backup information available and be as detailed as possible.***

DEPARTMENT NAME: Countryside Adult Home

DATE: 6/19/09

- (a) Purpose of Request: To abolish a vacant position

- (b) Details: We have a part-time food server position that is vacant.

- (c) Previous Resolution Number:

My name is Faye Perry and I am the activities director at Countryside Adult Home in Warrensburg. I would like to start by saying I have been employed by Warren County for 30 years and only had 5 and a half years left before my retirement. I never thought my activity career would come to an end as it has. I had in recent weeks addressed the board with a letter stating how important activities were at Countryside, when Brenda had told us the activity aide position was going to be abolished. I explained how difficult it would be for one person alone to carry on with the duties of what two of us had done for years and to be able to keep up with the activities that are already in place. Now today I stand here before you as I have learned there will be no one working in the activity department at Countryside!

Just last week my supervisor, Brenda Hayes, told me that my position as Activity Director was one she chose to abolish. Also being abolished were the activity aide, case manager and cleaner/laundry position in which that person is retiring. Activity aide was originally on the list to be abolished back in May when Brenda first spoke to us

6/15/2009

about it. Activity Director and Case Manager to our knowledge were not.

A letter of concerns about frivolous spending done at Countryside and concerns of favoritism towards Brenda's family members employed there was sent to the board. These were concerns and input from the majority of the staff, however the majority of the staff wished not to sign the letter in fear of retaliation which has happened several times in the past. Therefore the letter was sent unsigned.

Shortly after that I brought in the minutes from the May 13th committee meeting (which is public knowledge), in which Brenda voluntarily found 3 more positions to abolish when she was only ask to find 1. When we met with her to discuss this she told us she was supposed to come up with as many positions as she possibly could.

Before that meeting I had spoke with Todd Lunt to let him know that the staff was upset and that we were going to meet with Brenda. He warned me that we should all remain calm during this meeting otherwise we could be written up for insubordination. We all did with the exception of Brenda who called Deanna a "smartass" and refered to her as the "ring-leader".

Brenda told me that day when we were discussing state regulations that she was only required to have an activity director part time because the facility was certified for over 50 residents. When ask if her intention was to cut me back to part time she replied "No, you don't think I want to do your job do you?" When she made this statement to me she had already been long into the process of recertifying our facility into a 48 bed facility. So tell me what changed!

She found out that Deanna and myself had a role in the letter to the board and that we had spoke with other staff members about speaking out for all the wrong doings that they see of foolish spending, favortism and retaliation when someone speaks of such. Today, I sit here in front of you as a perfect example of what happens when you speak out!

Brenda is now using the excuse that she no longer needs an Activity Director or Case Manager because she is only going to be certified for 48 beds. So why weren't any of the kitchen staff or aide staff cut? She stated that she needs them. So now you have no one working in activities or case management. She has advised the rest of the staff that they will be "picking up the slack!" She has told the aides they will be going out in the field and doing referrals (which they are not qualified to do) and that the extra girls on the floor will be doing activities. Extra girls? What ever happened to working within your own title?

The staff at Countryside cannot believe that Brenda can cold heartedly throw out her employees in such a manner as she has. So many other departments within the county have abolished vacant positions or have stated that they are waiting for employees to retire. We feel like she has gone about this in a very vendictive way.

Last and most important are the Residents at Countryside. They are very upset about losing the Case Manager and the activity staff. Brenda assures them that all activities will still take place. She is very good at making things look good on paper but in all reallity the staff and residents know that all the activities will not be taking place and that the residents will be the ones who suffer this loss. Their

activities are very important to them and their social well being. This is a very important part of their lives and I feel that it is a shame that they will be losing this for no good reason.

In ending I want to know where is it fair that I am the one with the most seniority in our facility and one of the first ones abolished! How many years did the other 6 people that lost their jobs in the county have? From what I read there were actually only 10 people-4 from Countryside.

I have put my heart and soul into this job for so many years and still cannot believe that it has all been taken away so abruptly!

Thank you all for hearing me today.

Good Morning Members of the Board:

Thank you for giving us the opportunity to address you this morning. Some of you may know who I am, most of you do not, but my name is Deanna Park and I am the soon to be former Case Manager at Countryside Adult Home. Also with me is Faye Perry, the soon to be former Activity Director, Wanda Olden, the soon to be former Recreational Aide, Joyce Mouton, the previous Activity Director and Judy Rozelle, the previous Director of Countryside Adult Home.

I was informed on Thursday that my position was one of the four positions being abolished at our facility. A facility of 31 employees that will be losing four staff members, 13% of our work force. Originally, we were told that it would be a "housekeeper", a "laundry worker", the "recreation aide", and the "transportation aide". But since then, it has changed to a "housekeeper" (who decided to retire and get away from all of this), the "Recreational Aide", as well as the "Activity Director", and myself, the "Case Manager". You may think she's doing this because she's decertifying our facility from a 60 bed to a 48 bed adult home...but the real reason is **retaliation**.

You see, Wanda, Faye, and I were the ones that wrote the letter to the Board of Supervisors that you received a few weeks ago, showing how frivolous Mrs. Brown-Hayes has been with the tax payers money, how she has shown extreme favoritism towards certain staff members who are her relatives, and how she bends the DOH rules and regulations to better herself and her family.

Mrs. Brown-Hayes always has a plan that looks good "on paper", but does not amount to anything.. She stated to our residents that the activity program would not suffer, but it already has. She stated to our staff, that they were safe for a year, but Mr. Hal Payne has indicated that another list of positions to be "abolished" has already been formulated. Mrs. Brown-Hayes has lied to us or changed her story, over and over again and it is hard to trust her. How can you work to your utmost potential when you never know what the story is going to be.

1. Activity Department

-Activities are a vital part of the residents well being at Countryside Adult Home or any facility for that matter. The Activity Department at Countryside is phenomenal and this is due to the hard work and dedication of the current activity staff. Currently there is an Activity Director and a Recreational Aide (Brenda has misinformed you when she reported there was an Activity Director and 2 Recreational Aides).

-Brenda states that the Activity programs will not be effected, but they already

have, ie-campfire.

-With a reduced number of Activity programs, the residents will become more agitated and restless, leading to an increase in resident-to-resident altercations, DOH notifications, inspections, etc.

-Brenda stated to you that our average resident age is 50 years old, and that the residents can mostly participate in self directed activities. The average resident age at Countryside is currently 72.9 years old. What Brenda has also not shared with you is that a large population of our residents suffer from dementia and/or mental retardation and that they need staff directed activity programs, not only to keep them from fighting with each other, but to keep them occupied.

-The DOH regulates that the facility have at a minimum, 10 hours of scheduled activity programs a week, and that these programs be spread out among the day, evening, and weekend shifts. Currently, the Activity Director will make herself available on evenings and weekends for these programs. If these continue, it would mean that Brenda would have to schedule "extra" staff to provide for this. Also, DOH regulates that activity programs must be 1:1, small group and large group. While Faye is running one group, Wanda is running another, so that all residents are kept active.

-There is also a large amount of paperwork that Brenda now requires of the activity staff, so to have just one person in that department is not feasible.

-In the past, the Activity department has pretty much been able to pay for their own expenses. They had various sales/fundraisers a year in order to make all of the purchases for special events, holidays, etc. There was a Christmas Bazaar, they sold baked goods at the Town Wide Garage Sale, etc....these events will not be occurring anymore, which will cost the County more, but on second thought, Brenda will just cancel all the other nice programs that the residents were part of. As is, the fundraisers/sales that we used to have has already been reduced because of Brenda.

-The Activity Department also has a monthly birthday celebration and holiday celebrations...rarely would you see Brenda at these events. If she couldn't attend these events previously, how can you expect her to do it now, especially when she will be a lot more busy, considering she will be doing three other peoples jobs.

-Brenda has already planned on having volunteers come in to the facility, but these individuals must be directly supervised and cannot replace a "paid" employee. And the supervision must be by the Administrator.

-Community/Entertainment. There is a lot of preparation that goes into planning for and setting up for entertainment groups...who will be responsible for this?

Out of House Activities, Brenda states that these will not be effected, but the number of out of house events has already dropped since Brenda became the Administrator and the Activity Department has had to fight for what they still have. Who will bring the residents apple picking, strawberry picking, to the Senior Citizens Picnic, the bandstand, school plays, etc.? The band stand and school plays were held in the evenings. Faye used to change her schedule to allow for this, now Brenda will be calling in "extra" staff, which will result in more money.

1. Case Management Services

-Brenda states that she will be taking over my job responsibilities, but she doesn't even know what they are. Previously, when I asked her to complete the admission paperwork on a resident who was coming in after hours (forms that are required to be completed the day of admission), Brenda gave them back to me the next day stating..."there are too many forms here and I didn't know what had to be signed and what didn't, you need to do it."

-Brenda indicated to the remaining staff that will be there, that everyone will have to pitch in and help and that aides will be sent to do referrals. DOH regulations state that only the Administrator or a qualified Case Manager can screen potential residents. Brenda also stated to another facility that a potential clients family needed to schedule a tour instead of going up to evaluate this person (that's extra time that the beds will be empty).

-Brenda stated to you that I do not complete Medicaid applications for individuals at Glens Falls Hospital. While it is true that I have not attended the required training yet (due to Brenda not getting the monetary approval from the Board in the 1st place and then not scheduling the training once the approval was received), I have been assisting with completing these applications. I have been doing this since I started at the County over 3 years ago, on all referrals. I simply wanted the training so I was legally authorized to sign the applications, and also so I had a better idea of the requirements for assistance.

-Specifically regarding our census, as I already indicated before, our drop in census occurred when it was decided that the facility would not admit residents until their Medicaid/Temporary Assistance was approved. Earlier I indicated that I had requested that Brenda address this with the Board, as we were losing more money than it would cost us, and that she had not addressed it. Upon reviewal of the Board Meeting minutes, she did ask you, but she did not communicate with me what was discussed. Brenda also did not communicate with me the discussion regarding out of county referrals. Specifically that the state paid for 50% and the county for 50%, and that the Board was okay, even if the facility only received 50% for a residents stay, to admit out of county referrals. If I had known this, the facility would have at least 10 more residents. Unfortunately, I cannot give an exact number because the files on my computer were removed the day after I was given notice I was being abolished!!

-A large portion of our referrals come from other facilities or organizations who I have built a strong relationship with. For the referrals that are not appropriate for our facility, I am always willing to give the information on other facilities, such as nursing homes, assisted living, which leads to more referrals in the long run. Brenda does not have this same relationship with these entities and I have already spoken with several facilities that are upset about this and having to work with her.

-And while there is no doubt that the census will go up, it will not be safe for the facility and residents. Brenda has repeatedly made bad decisions with regards to admissions, which have ended up costing the facility money [D. Coleman -out of county, we are still waiting for 50% of her stay to be paid, D. Madden -there for 1-2weeks before he became a wandering risk, still has not paid his monthly contribution, D. Winchell -cost us at least \$300 initially for clothing, pay and gas for 2 days for a staff member to move their belongings into storage, false allegations against a staff member, an enormous amount of staff time dealing with her complaints and demands, and I don't know how much money after they discharged themselves from the facility and Adult Protective had to place them.]

1. Misrepresentation During Board/Committee Meetings

-I have already given you some examples of how Brenda has misrepresented herself to you during Committee/Board meetings or not followed through on recommendations, but some other examples are:

a) Health Services Mtg Minutes for 1/25/08 - Brenda was asked to keep track of the number of "hits" from advertising in Yellow Pages and report such at the next meeting. This information would have come from me and she never asked me for it, so I'm not sure where she got her figures from, if in fact she gave you any.

b) Health Services Mtg Minutes for 12/5/08 - Brenda had to request extra funding to cover the December payroll because she had not accounted for the per diem staff. Brenda indicated that per diem staff were used to cover sick and vacation time for full and part time employees. Yet per diem's were on a regular schedule since they were hired and it was not to cover others' time as she indicated.

c) Health Services Mtg Minutes for 6/3/09 - (1) Brenda indicated that only 4 positions in our facility are union, when almost every employee is a member of the Union. (2) Brenda stated that the positions slated to be abolished had been created based on a 60 bed facility, which is incorrect, there has always been a Case Manager and Activity Director, even when the facility was certified for less beds, and the Recreational Aide was hired over 20 years ago.

1. How Much Money is Brenda Actually Going to Save?

-While Brenda has slated to abolish 4 positions, she is already asking for an upgrade for an individual that spends most of her time on break. How can you ask for more money, while you are being encouraged to cut spending?

-Just this past week, Brenda has had her sister come in on scheduled days off and early for her shift to cover the fact that all of the "bodies" are not in the facility. While it is true that the Van Driver, 1 Medication Aide, and 1 Charge Aide have been out this week, normally myself, the Recreational Aide, and the Activity Director would have been in the building to assist with appointments, covering the floor, etc., but since we were not there, she has called in others to cover. How is that saving money in the long run?

1. Disregard for DOH regulations

-Last Monday, Brenda readmitted a resident from the hospital without an updated Medical Evaluation, DSS 3122, as required by DOH guidelines. She will tell you that it is because she could not get on my computer when I was off because she stated I changed my password...but I had a staff member watch me type in my password, the same one it has been. Even if that was the case, she still should have made sure the updated Medical Evaluation was received prior to bringing the resident back to the facility, as we have blank copies in the facility.

-Last Thursday at Care Plan Meeting, Brenda advised the Charge Aide to add on to the Medical Evaluation of a resident, that they were able to self inject their insulin, without first asking the physician. This is a violation of DOH regulations.

-If you have reviewed the most recent DOH survey results, you would have seen that there were numerous instances where a resident's Medical Evaluation was not completed fully when they returned from the hospital...this is Brenda's responsibility. And based on the first two examples, you can see that this will continue to be an issue.

-Brenda also removed 2 complaint forms issued by residents regarding her family members from my files. I keep a log of all complaints/suggestions for the facility in a file in my desk and after I met with Mr. Lunt about the issues the facility had, and specifically discussed these 2 complaints, they disappeared.

6) Changes Already Being Made At Our Facility Without Actual Approval From DOH to Decertify Our Beds

-Brenda has already moved several residents around to new rooms and thrown out their belongings without asking permission. The Ombudsman's office is already investigating this.

-She has removed files from my computer, so I cannot do all aspects of my job.

-She has moved the Van Driver's computer out to the Aide Station.

1. County Support of Brenda Because of Cost Saving Measures, Etc.

-The County has already stated that they are behind Brenda because of the cost saving measures she has made at the facility and this is why our issues stating Brenda's frivolous spending of tax payer money were disregarded. However, if you look at all the extra spending on salaries she has made with Per Diem staffing for non-sick or vacation days for other employees, the costs would far

outweigh the benefits.

-With specific regards to the letter sent by myself and others at Countryside to the Board members and the response we received from the County, it was terribly disappointing. We know that a thorough investigation was not carried out, as the staff members involved were not questioned. You also stated that Julie LaCarte was dependable and available, which is completely accurate, but she does not do anything while she is there and takes advantage of her sister being the Administrator, to an extreme.

1. Direct Act of Retaliation

-As stated previously, Brenda's choice to abolish myself, the Case Manager, as well as the Activity staff is a direct act of **retaliation**.

-Brenda has personally been after myself since I questioned an admission (D. Winchell, who was inappropriate for our level of care) and questioned why her sister had so many hours, when we were in a budget crisis and it does not appear necessary. I have received numerous emails and notes from her harassing me and threatening to replace me. She has called me a liar, an instigator, and the "ring-leader" behind all of this. She also called me a "smart ass" in front of all of my co-workers with no cause, which was highly inappropriate. If I had done the same, I would have been fired for insubordination!!

-It is true based on the DOH regulations that if you are certified for less than 50 residents you do not need an Activity Director, nor a Case Manager. But it also states that you only need 2 aides for between 41-80 residents, 1 housekeeping hour per resident, Maintenance staff as is safe (no specific requirement), and only 2 hours per resident of kitchen staff. We have 3 positions for Maintenance, numerous aide hours (far more than exceeds 2 per shift), 2 full time housekeepers, and 5 kitchen staff members. The regulations also state that staffing for each department is dependent on the needs of the residents, which is why Brenda will state that she needs all of the aide hours that she does. But I ask you, if you are not mandated to have all the hours in the other departments, why would you completely abolish the Activity positions and not choose one person from another area? One word...RETALIATION!

-Brenda's sister saw me leave the facility the other day with a folder, which contained a copy of the annual Activity Reports. I brought these reports to a meeting with Mr. Monroe that afternoon, but Brenda is going to say I was stealing facility records. Again...an act of RETALIATION!!!!

Finally, I ask that you please consider the proposal that we gave you to save more money for Countryside Adult Home, as the abolishing of these positions will not directly effect the orderly operation of the facility, the staff's perceptions of what is right, and the well being of our RESIDENTS!!!!!!

We thank you for allowing us to address you and taking our concerns into consideration.

SIGN-IN SHEET FOR GUESTS

COMMITTEE: Personnel/Countryside

DATE: 6/19/09

PLEASE PRINT

NAME	REPRESENTING
Wanda Olden	Countryside
Faye Perry / act. Director	Countryside
Deanna Park / Case Manager	Countryside
Joyce Mouton / former Act. Dir.	Countryside
Judith Raell	Countryside Adult Home
VICKY BARRITT	RESIDENT JEAN SIMMONS
William & Seely	Countryside
Darrie Carpenter	
Jersey Strasser	
Mayone Rottel	
Minnie Albanese	Countryside Home
Rose Bennett	
Lillian Powers	"
Jean Simmon	Countryside
Mary Terzolo	Countryside
Rickie Bartlett	
William Davidson	Countryside
RICHARD F. KELLY	CIVIL SERVICE