

June 23, 2020

To Whom it May Concern,

I am opposed to these bills 308/606.

I was the caregiver to my Great Uncle who was 100 years old when he died. Our experience start in December 2019.

The neglect and lack of care started at Oregon Landings where within 8 days my Uncle fell and we now know suffered a concussion. He moved in to Oregon Landings on December 18th 2019 as a very social and high functioning man that could dress and feed himself. He loved food and talking to all who would. He lived on his own in a 2 story home where he climbed 15 step to his bathroom and bedroom. At his age his legs were weak but still getting him where he needed to be. The Landings was to be a temporary stay. On December 26th 2019 I found my uncle naked from waist down on the bathroom floor covered in feces at 8a. He stated he was there since 4a. Shift change was at 7a and no one found him till I came at 8a. I called for nurse to help me with him and get him check out and cleaned up. He had a large golf ball size contusion on his head. They assured me he was fine and not to call the EMS they will check on him more. That was the beginning for his downward decline. His PCP and I were denied a copy of accident report told it was an internal matter. I spoke with the AD (Jean) was told "it happens and I need to stop being so involved in his care". Couple days after my uncle calls me and says they were trying to give him his medicine that I give and they don't have. The nurse at time said oops sorry. I was very involved with him would be with him every day to ensure he was taken care of. Landings didn't seem to appreciate me being there and inquiring about him and his lack of care. The AD left at the first of the year. My Uncle had at least 3 more falls that I or his visitors found him. I then to him back to PCP where more test were done and confirmation of the concussion. I was determined to get him out of there but now he was weaker. PCP order rehabilitation. He was making great progress. I had requested Landings have my uncle ready of his appt and they did not. I then seen how his original fall could and most likely happen. I brought my theory to AD, Nurse, and Maintenance. They would not fix the problem. I fixed it by placing slip resistant strips in front of Toilet. I still had to ask them to do what was agreed upon for him. Example: bath, cleaning his room, changing of sheets, and garbage removed.

They already had lost his full basket of clothes and sheets. Which were not replaced until the 2nd time his things were lost. The Aids suggested we put a camera in his room find out what was happening. We did. The camera was placed so we could check on him. It kept being moved.

Covid is now in place. I could not check in on him and camera was moved so not to see him.

On March 31 2020 I received a call from Jamie his nurse. Uncle has had 2 bathroom accidents and I needed to bring Adult pull ups in for him. She said he is very weak and confused. I called his PCP they said take him to get examined. I went to see him and inform Landings to take him to ER for exam. They were very reluctant. He was so weak they had to wheel him down in a wheel chair. I realized he didn't have his earring aids. I asked nurse to go get them. She couldn't find them.

The EMS takes him to ST. Charles Hospital where I cannot go back with him to help him or explain why he is there. They find he was extremely dehydrated, encephalopathy and his sugar level was above 400. He did not have sugar problems, they drained 1500 ml (50.7oz) of urine from him. Now has Catheter. They admitted him. He stayed for 8 days.

On April 8th he was released to Arbors of Oregon where things just got worse. I met with AD and told them of my experience so far and they assured me that would not happen at Arbors. He was going there for rehabilitation. I called everyday 2 to 3x a day to see how he was and test results. On several occasions would be on hold for 30mins, no one to answer phones. When I inquire about him it seemed to be in inconvenience. Arbors Nurse didn't know they were supposed to do sugar testing.

Andrew PT therapist assured me that I would get weekly updates on his progress. I received the call on day 20 of what Medicare would pay for. I was told Uncle would need to be in LTC wasn't in any shape to return home. Andrew informs me Uncle will be a constant assist, wheel chair bound.

Yet SW said he was being moved to a new room because he was doing great. My Uncle was moved to 3 different rooms without any update of doing so. I received a call from Nurse (Susan) that uncle tried to get up from his chair and fell on his own. He was in No shape to do so from the evaluation I received and just knowing him. He had a catheter in, was weak to get up on his own, nor would he know how to move foot rest on chair. I was told he was fine just fell on his bottom. I had a facetime call next day and seen small abrasion above his eye. Nurse never told Therapy about the fall. It was suggested I call Hospice in. I called Ohio Living in for evaluation on April 28. Ohio Living said he qualified for services. At this point Uncle is still extremely confused. As I continue to call everyday it was always something. Ex: Night shift didn't leave notes, nurse not available, I DIDN'T KNOW. At one point they told me Uncle was wheeling himself around the halls. I would question if they had the right person. Ohio Living was my second set of eyes for his care.

On April 29th Heather calls and tells someone at the facility had tested positive for Covid.

On April 30 Ohio living Nurse Kat came to see him and his needs. She was a great advocate. At this point I am trying to move him due to the care he is not receiving. I had asked that Arbors send needed paperwork to Orchard Villa. He needs to have a Covid test done before he can move. I was trying to move him to Orchard Villa.

May 1st SW Izzy informed me that can't give test and could take 4-6 weeks. Lucas County hasn't given permission to. I contacted Lucas County and they informed me that yes they can and a memo was sent last week to start and have it processed at Quest Labs.

As of May 4 Izzy still didn't know if he would get a test and told me she didn't need to send paperwork because Orchard said without test not taking him. Speaking with Orchard Mary never told her not to send. It was important to me to get him moved so I ask if Ohio living could help me with test. Come Monday Nurse Susan had given him a Covid test, on Tuesday Ohio Living gave him a test. I only found out because the lab contacted me with results. The heads at Arbors still had No idea the test was even done. Emily Head of Nursing contacts me and tells me they can't give him a test because no test and reason to. She then tells me nurse gave him Ativan because he was restless and agitated. I then told her the nurse never said she did or he was having issues when I called in. I called and spoke with Nurse again and she said must be a charting error. Ohio Living telling me Uncle was left in same gown from last visit with food on it. Ohio living said if Ativan was given that explains his being out of it on her visit.

With all this confusion I lost all confidence in this place. I call Osbudsman to look into Arbors.

May 5th 11a still haven't gotten a call back from Arbors after trying for 3 hours and SW Izzy said she would call me back after morning meeting. I call in again at 1p told he is fine eating lunch. 6p he is leaning to one side and not safe to give shower just going to wash up on bed.

May 6th I discuss my concerns with SW Izzy and she assured me she would get all my concerns address and taken care of. Living Ohio charted it appears that they Arbors are leaving him lay and not moving or changing him.

3p Wendy MDS at Arbors said they are testing this week for Covid. With the stalling of Arbors he can't be moved to Orchard Villa because room was now not available.

5p Emily calls to tell me Quest dropped of testing. Emily then tells me she verified that Uncle didn't receive Ativan on Monday like she said it was charting error. Emily could hear my frustration in my voice and told me she would send referral anywhere I wanted to take him. My sister Pam called to check in on him and Emily told her he couldn't leave for 2wks because an employee tested positive.

May 8th SW Izzy called to tell me she needed me to pay his bill. I informed her I had not received a bill and will not pay without a bill.

May 11th Ohio Living informed me that Uncle has not had his Foley changed it was ordered to be done on the 8th. Ohio living changed it and found mass amounts of yeast around his penis. She noted a sore on his bottom. Ohio living noted a moss like substance in mouth from not being cleaned.

630p Pam seen him through his window trying to eat. He could not reach his tray and began to eat air. She pounded on window to get Aid attention to help him. He could not get the food in fast enough. The aid said she didn't know he needed help.

May 12 suggested again to get him moved to get the care he needs.

May 13 couldn't reach anyone about his care either on break or didn't answer phone. 5p Wendy called to address my concerns and see if she could help.

May 14 Ohio living at my request sent me pictures of Uncle and the condition he was in. That was my final straw, I had the EMS called to have him evaluated and admitted with suspicion of neglect and abuse. I meet Ems at Arbors where Heather belittled me for calling EMS and she was gonna SCHOOL me on bed sores. While at St. Charles they would not run any physical test on him just visual standardize test. I feared for his life and no one seemed to care. No Doctor came to speak to me about the concerns just to get him out. I called Hospice of NWO they said he was fine did not qualify for services, he was in great health no problems. I was forced to return him to Arbors at 9:46p .

May 15th I received a phone call around 12a from Ohio living they were going to start morphine because he was in pain. By 3a I was told it was time to come he was declining. My sister and I went right there. We spent the first 8 hours in his room with No PPE. Then instructed we had to wear it and couldn't leave room with it. They said they would bring a paper bag in so we could store our PPE if we left. As I sat there I could see the feces smeared on toilet that I know was not his because he was bed bound, and his roommate had been gone for at least 10days. There were chips on bathroom sink that were not his, Easter candy on floor, filth on his floor that stuck to your shoes. As I looked around more the ants were awful. You can see these things by the pictures I included. My Uncles last 27 hours we had to breathe feces, and filth. Brought to the attention aids "it isn't their job" and left it.

My Uncle Passed away May 16th 2020 at 5:08a with me by his side thankfully. The conditions he had to live in no one should have to endure.

These facilities need to be held accountable. If you pass these Bills you are not helping or protected our Elderly that needs protection. You will be protect the Companies that allow this abuse.

Marcy Hughes

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