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Ex-staffer critical of residential care

As a former employee of a Sun-
west corporation facility, I can tes-
tify in support of the claims filed
against the company. The resident
assistants at the facility were over-
worked, under supported and *9/06*
inadequately trained. There was a
very high turn over of staff, which
reflected these problems and fur-
ther worsened the quality of care
provided to the residents. While I
was working, there were often
three resident assistants, mostly
inexperienced, and a medical per-
son who were responsible for all
aspects of the 75 residents' care.

The poor ratio was made worse
by the fact that the resident assis-
tants were responsible for not only
directly assisting residents, but
also setting and clearing the entire
dining room, serving meals, tak-
ing out resident garbage and doing
laundry. Thus assisting residents
often included responding prima-
rily to emergencies and rushing
through everything else.

The more basic aspects of res-
ident care, such as assisting with
hygiene and increasing resident
comfort, were often rushed or
neglected. I was appalled by this
and when I brought my concerns
to the administration, changes
were not made. When I talked to
veteran resident assistants, they
stated that this was a consistent
pattern. And when I talked to
residents, I heard over and over
that the residents hesitated to ask
for help of any kind because
they knew the staff were over-
worked.

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