

AGENCY ON AGING AREA 4

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AREA 4 AGENCY ON AGING

GRIEVANCE (COMPLAINT) FORM

COMPLAINANT INFORMATION	
Name: [REDACTED]	Phone: [REDACTED]
Address: [REDACTED]	Email Address: [REDACTED]
INFORMATION REGARDING GRIEVANCE	
Grievance should be submitted within 30 days of occurrence	
Date of Occurrence: many, many times –latest 3/9 and 3/12	Location of Occurrence: [REDACTED]
Person(s)/Program Involved: Nicole on 3/9 and Edwin on 3/12. Rescare	
<p>Details of Grievance: These individuals are only two of many incidents with many different caregivers. Except for Alex (female), I have had a new caregiver nearly every time. Absolutely no consistency. The result being, I can't fully utilize the hours to run errands because I have to stand by to be sure they are doing their job. With Nicole, she obviously didn't have experience in grooming. She managed to give my husband his bath and then plopped down on the couch and watched TV. I had his electric shaver, hair brush and toothbrush out and she ignored them – left my husband with hair sticking up. I told her she needed to brush his hair, shave him and help brush his teeth. She said she only shaved someone once – didn't know how to shave. She gave him the toothbrush but no bowl (I had it there) to spit in. I finally asked her what exactly was her job and she said "to be a companion". I asked her, "then why aren't you talking to him?" She said "oh, what should I say?" I gave up after that. I asked her to please give him his pills at 5 – "oh, I'm not allowed to do that". Edwin (3/12) was the most depressed person I have ever met. He would utter a slurred yes or no to any question I asked. He managed to give my husband a bath and groom him, but he was so depressing that I told him to go home. Being a caregiver to your Alzheimer husband can be depressing enough at times so I didn't need this horrendously depressing person around. But all this goes on and on from the time Rescare took over. I've gotten a caregiver with body odor; a man who was very rough with my husband, didn't know the front from the back of a pullon diaper and dried my husband with the floor mat (I have two huge towels hanging on the towel bar). Most caregivers did not know how to dress a small wound and some refused to give him his pills. About 80% of the caregivers DID NOT wear scrubs. Some were so bored with the job, barely talked. Although my husband has Alzheimers, he loves to talk. You just need to talk to him and off he goes. But most of them would sit on the couch and watch TV while my husband would fall asleep. I believe only 2% could use a gate belt (I have 2 belts in the house) to assist him in walking. He has no right leg and walks with crutches, but I always put a gate belt around him to be sure he doesn't fall. I would like a steady person coming each time – I'm tired of having to train them each time. Rita, their office employee, has left me hanging many times as to whether I'm getting anyone. I'm the one who calls them to find out – they very rarely call me. She has been unprofessional many times. I stated numerous times that I would prefer not getting a man as my husband is very macho and doesn't like a man touching him. She always says no one else is available except a man.</p>	
Signature: [REDACTED]	Date: 3/14/17

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