

Personnel

*Office Memorandum*

Charles V. Turnbull, Chief Executive Officer

DATE: August 4, 1978

FROM Donald E. Nellis, Personnel Director

SUBJECT: Observations - Late OD Shift August 3, 1978

Holly Building As soon as I entered the building, there was a very noticeable odor. Each household had two staff assigned except for the one household of 11 residents, which had one staff assigned to it. Although there were two staff for the other households, the major problem seemed to be that a total of three staff were either intermittent or student workers which means these people had minimal or less training. While I was in the building, the meal arrived and two households started to feed their residents. I observed that the residents were not well supervised during the eating of their meal, i.e. one resident was roaming around the dining area eating food from several of the trays; one unsteady resident was first helped with a drink of milk and then left to drink the remainder on her own, while attempting to drink the milk by herself, the resident spilled it down the front of herself and on to the floor. The milk was still on the resident and the floor 10 to 15 minutes after the occurrence. Basically, the dining room was dirty, food and paper on the floor. In feeding the residents, some of the staff did not seem to be using appropriate methods, i.e. large spoon fulls and feeding too fast. The male household was waiting to eat and were watching television. The staff in this particular area were seated at the desk and in a chair near the desk. It would appear that staff could have been doing something other than just sitting at this point in time.

Pine Building There were a total of seven staff on duty in Pine. Two staff per household, plus a Licensed Practical Nurse. In Household 1, the residents were quietly watching television. One staff member was on break, the other staff member was interacting with one or two residents. This household looked very good. Household 3 - one staff on break, the other staff toileting residents. Slight odor problem apparent as one approached the bathroom area. Household 2 - very distinct odor problem upon entry into the household. One staff on break, one starting the bathing toileting for residents. I observed large puddles of liquid in the south day room area. Licensed Practical Nurse appeared to be working on med cards of some kind. In general, the building was quiet.

Cedar Building - Cedar North - both households were in the play yard at the time I arrived. Residents were using the equipment or watching those who were. Cedar South - two staff per household. The lower household one staff at desk apparently doing some paper work. The other staff sitting with residents watching television. The upper household on south, both staff members watching television with residents. The two households were relatively quiet. However, I am not sure whether the television was a resident or a staff activity.

Mohawk Building - Residents in this area were engaged in various leisure time activities. Staff appeared to be interacting with residents. Building quiet.

Seneca Building - I arrived at this building between 9:30 and 10:00 p.m. Most of the residents were either in bed or ready for bed. Staff from all households were accomplishing housekeeping tasks, i.e. mopping floors, washing furniture.

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