

February 24, 2026

Subject: Support for HB0945

To Whom It May Concern,

My name is Bronte Jackson, and I am writing to share my family's experience and to express my sincere support for continued oversight and accountability in long-term care facilities, including the intent behind HB0945.

My grandfather, William Cornish, was a resident at Genesis Healthcare, now Bay Harbor Post Acute in Salisbury, Maryland, during the final chapter of his life. Placing him in a nursing facility was one of the most difficult decisions our family has ever made. We trusted that he would receive compassionate, dignified, and professional care. Unfortunately, our experience did not reflect that expectation.

Family members were present daily and repeatedly found him left in bed late into the morning, lying in urine and feces. His clothing and bedding were often soiled, and routine hygiene care was inconsistent. Over time, he developed severe skin breakdowns and a painful rash from prolonged exposure to waste, something that should never occur with proper attention and basic standards of care.

My grandmother, his wife of over 50 years, visited him every single day. She would lay out his clothes personally so he could be dressed in familiar items that reflected who he was. There were times she arrived and found him wearing someone else's clothing. To some, that may seem minor. To a wife of five decades, it was heartbreaking. It symbolized a loss of individuality and dignity in his final days.

We did what families are encouraged to do — we spoke up. My mother sent an email detailing our concerns. We attended a meeting with the facility's Director. There was brief improvement for approximately one day. Then conditions returned to what they had been. Despite raising our concerns formally, no meaningful or sustained changes were made.

We felt helpless. We felt unheard. We felt that our love for my grandfather and our advocacy on his behalf carried little weight.

Ultimately, because we no longer felt confident that his dignity would be preserved, we made the painful decision to bring him home. As a family, we cared for him ourselves until he passed away. While those days were difficult, we are at peace knowing he was surrounded by love and treated with respect.

I am grateful for HB0945 and the effort to strengthen accountability, transparency, and family voice within long-term care facilities. Legislation like this matters. It gives families hope that their concerns will not be dismissed. It reassures us that oversight exists not only on paper, but in practice.

When families place a loved one in a nursing home or aging facility, they are doing so at one of the most vulnerable moments of their lives. They are entrusting strangers with someone who means everything to them. They need to know that their loved ones will be treated as human beings — not room numbers, not tasks, not paperwork — but as individuals with history, dignity, and people who love them deeply.

My grandfather's life mattered. His dignity mattered. And families deserve to feel heard, respected, and supported when advocating for those who cannot advocate for themselves.

It is my sincere hope that continued legislative attention, enforcement, and accountability measures ensure that no other family feels the helplessness we experienced.

Thank you for your time, your leadership, and your commitment to protecting Maryland's most vulnerable residents and the families who love them.

Respectfully,

Bronte Jackson

Email Previously sent to Genesis by my mother below:

Subject: Nursing home

My father is a patient at your facility. I have never been through the process of having a loved one at a nursing home and I am disturbed about my father's (William Cornish) care. My dad has been a patient at Salisbury Rehab, & Nursing Center since July 27, 2023. During his stay at your facility, he has not received the proper care that was previously discussed before he transitioned from the hospital.

Over the past thirteen days that he has resided at your facility, a family member has been present every day at 11:00 am. Each day that our family member has been in to visit, my father is still in bed. He has been found there lying in feces, and urine daily. Our family has given him a bath, changed his diaper, and the sheets often as we all have noticed that is not being done regularly. Before entering your facility, he did not have any issues with his bottom and now he has become raw in his private area in addition to a visible horrific rash, due to lying in his own urine and feces.

There has not been one instance in which someone has asked to help my father. My family has maintained by going to a cart located outside of my father's room to get the towels and sheets. On Monday August 7, 2023, there were no sheets available to change my father's bed near, or in his room. A staff member stated that she would retrieve sheets after we asked for assistance. After waiting for thirty minutes, my mother went to the front desk and stated, "I have been waiting for you because I was going to help you". Her respond was "I will do it!". At 5:00 pm his sheets were still not changed.

My family and I know my dad is dying and his life is so precious to us all. We are not asking for special treatment for him but would like him to be treated fairly. Our hearts are heavy at the moment, and to know that he is being treated so unjustly and inhumane, is not fair. Please help us to make his last days comfortable so that we may all live with peace in our hearts.

We are asking if someone could just help us understand what the process is for patients. My mother is there every day, there has been one person willing to discuss his care with her. My brothers and I are there every evening.

Thanks for your time,

Monique Moore

