

Written testimony for Finance Committee, Senate bill 952

Support: Favorable

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Hi my name is Bunny Renaud. I am the Assisted Living Manager and Director of Nursing of a 99-bed assisted living facility that has been open since 1952. I am also a RN and have been in this industry for 35 years.

I agree with Patrick that we are seeing a much higher level of acuity or medical needs of clients at College Manor. We need to review much more medical information before accepting clients.

Placement companies that receive permission from the seniors or their families to access and then review medical information will send us clients they know we can accept and take care of. It saves the senior and family time and energy going to those communities that can take care of them.

I have learned that not every placement company is the same. We have signed contracts with those placement companies I am confident are "doing the right" thing for their clients.

We have worked with companies that you may have seen on TV who, for us, are nothing more than a database, a list to be on. They consider that they are contracted to any client if that client supplies them with their email address in an inquiry. They command a hefty fee from us if there is a move in, but they have done nothing more than supply our name to the client. The placement company, however, earns their fee by a personal relationship helping with the process with the client and or responsible parties and the facility. There is so much more skill to this process than providing a list.

Many times, the family is unaware that they are working with an online company. They may have searched over a year ago by providing an email address. The issue is that the client's medical needs have changed and now the family wants to work with a local provider. The online company still wants College Manor to honor that referral, years later. This confusion causes the Assisted living challenges. I support and in favor of this bill to help the clients and the communities promote transparency with who they are working with during this process.