

Testimony by Loving Touch In-Home Care Owner Donna Gormley-Greeley

Hello Senator Ingwersen, Representative Meyer and Distinguished Members of the Health and Human Services Committee...

My name is Donna Gormley Greeley...I am the owner of Loving Touch In-Home Care we have been care for seniors in the Greater Bangor Area for 30 years.

In 1995 My mother-in-law Victoria Greeley started the agency. In 2010, my husband Chris and I bought the business and it has been a wild ride ever since.

It is a honor and joy to be in the home with these people... who sometimes need a little help---in some cases a lot of help to stay at home. And we adjust to their needs – is most cases their need become greater..

RIGHT NOW There are a number of factor significantly affecting Home Care.

Maine is the oldest State in the County

We have a statewide shortage of caregivers especially North of Augusta.

These days we always have a waiting list for services it can run as low as 5 or as high as 15 people in needs of care...not in a couple of months...or weeks...but yesterday.

In 2013 – LOVING TOUCH covered Hancock Penobscot and parts of Waldo County we were flush with caregivers and clients. There was need and we had an answer for it. Now the answer is...we can put you on a waiting list, or refer to other agencies

PCA Agencies used to be in competition for business now we partner with each other to meet a single client's needs. And even then we can't meet everyone's needs.

It is a crises and the recent sweeping changes as to how we operate in the State of Maine are over the top.

By 2030 - 5 YEARS - the demand for home care is anticipated to grow by 46% with more than 1 million new home care jobs needing to be filled. And guess what?? Some Agencies are going out of business...the clients are there BUT the CAREGIVERS are not!

Rules - like this - while well intentioned will not help.

Anything that makes it more difficult, complicated, or costly to provide the much needed care will only hurt.

I am sure there are a few bad apples, agency's or private duty not doing things the way should...but do you toss out the whole bushel? Most agencies that I know and work with are in this because they care about people.

I am a Caregiver, my Scheduling Manager is a Caregiver, Client Care Director and Care Manager we are all caregivers. And we love it!

The Mandatory PSS training alone will send my more mature most experienced Caregivers into retirement...not even a question?

And the costs of training our current staff is going to be a financial burden and unnecessary. The PSS teaches you skills, but you can't train a heart. And that is how I hire.

We train our caregivers in each home that they are in...they know the clients unique wants and needs - everything from how they want their oatmeal cooked whether in a microwave or in a double boiler...to transfer into a wheelchair from their bed.

In assisted living or long term care/nursing homes, you don't get to pick who cares for you - they could be great or not so great - At home YOU do get to pick. It's very personal, very customized and the client is in charge.

Home Care Really is a beautiful thing and we are blessed to work with these wonderful people hopefully enriching their lives.

Please do not increase the financial burden by mandating the PSS Training...I estimate the cost per caregiver to be around...\$3,000

Pay for the course

Pay the caregiver to take the 50 hour course

Pay another caregiver overtime to cover the open shifts.

$\$3,000 \times 44 \text{ caregivers} = \$132,000.00$ and that is just our current staff.

I am asking that that the PSS Training be rolled back.

We already provide Hands-On "INDIVIDUALIZED"

Training and we also specialize in Dementia Care.

I appreciate the opportunity to speak before the committee...THANK YOU