

Senior Legislative Action Committee (SLAC)

Attached are 223 signatures of residents in Sullivan County who are against the privatization of the Sullivan County Adult Care Center. The gross mismanagement of both the Infinite Care / Sunset Lake LLC , and the Sullivan County Legislation, has been identified and described by the letter attached. The letter describes the complete lack of concern by all involved, and has created total disgust thru out the county populace. Please understand, that we are only concerned with the welfare of all residents who are, or will be, subjected to the environment in this facility.

Please hire a manager with the proper qualifications to run this facility, and return it to the responsibility of Sullivan County.

Thank you,
Diane Mestanza
SLAC Secretary

Sullivan County Adult Care Center CON# 231044

Listed below is the information that identifies the discrepancies in information and possible criminal behavior conducted by Infinite Care, and their satellite, Sunset Lake SNF Operations LLC.

1. Infinite Care has assumed full control of the operation of the facility, without a management person supervising it.
2. Infinite Care claims that when the county ran the facility it carried a deficit of two million dollars. This is not true, since the deficit was actually three hundred thousand.
3. Since Infinite Care has taken over, the deficit is \$6 million. Remember, the county deficit was over 6 years, the current deficit is over 2 years under Infinite Care.
4. Every time the so called management person was asked to attend the Executive Session of the Legislation, it was declined, as too upsetting to appear. What kind of nonsense is this. Probably because the so called management person has no health care education, and is an absentee employee.
5. Contracted provider for Podiatry, has not been seen in over three months, leaving residents with toenails ingrown, overly long, and pain full.
6. Patients are still not being changed, dressed or undressed due to the short staffing. Proper pay and benefits, would correct this situation, but they import travelers, who are unfamiliar with the area, and not properly trained for the needs of the residents.
7. The census of the facility when run by the County was generally 146, but now it is 115, and running with a six million dollar deficit. Gee!! I wonder why. How can in good conscience, can they be granted a CON , with this record?

With respect,
Diane Mestanza

Petitions are filed in the Office of the
County Legislature

Senior Legislation Action Committee (SLAC)

Re: SULLIVAN COUNTY ADULT CARE CENTER CON # 231044

This letter is to inform you of the gross neglect of residents in the named facility.

Since the County Legislators gave Infinite Care the consulting contract, the facility has gone from a 5 star rating, to a 1 star with a hand, denoting patient abuse. Infinite Care, contracted Sunset Lake Care Center LLC, to manage the facility.

Beginning in 2023, one patient was removed by her family because she had not been changed for 8 hours, and her room smelled. The family member found mouse traps in her bathroom, and was totally disgusted with the facility. The Dept of Health cited the facility for having a patient's foley uncovered and in full view of staff and visitors. The next horror allowed a patient to die, without providing CPR. The facility was fined \$32,000. Is that the value of a patient's life? The patients dining room on the first floor, was converted to an Out Patient Gym, so that socialization is unavailable to the residents. NYS Dept of Health cited the facility Violation Code # 415.3 (e)(i)(fi), a civil penalty for violations of the public health law.

As far as the maintenance of the facility, the roof leaks, the A/C units on the roof were in disrepair, and the residents had portable A/C's placed in the rooms which provided a 78 degree temperature. The elevators have been in disrepair, there was no fire safety evacuation plan in place, and the kitchen equipment is constantly breaking down. the Manager of this facility has no nursing background, and the staffing is so short, that 12 of 14 RN's are contracted per diems, who have no knowledge of the individual resident's conditions.

Beginning in 2024, a patient had untreated eye infections for weeks. Others had no podiatry treatment on a timely basis, so that when finally treated, they were left with bleeding toes. Specialists, who were always available in the past, were replaced with satellite firms in Brooklyn, which makes them available at their own convenience, not the patient's. Patients, who are unable to feed themselves, are referred to as feeders, and are fed strained food which is barely palatable. A diagnosed Pica patient, bit off part of a finger, and had to be carried down the stairs, because neither elevator was working, in order to get her to the hospital. Another patient suffered from Scabies, which also went untreated for weeks. Attached to this, is a copy of a letter that the current employees sent to the SC Legislation and the Senior Legislative Action Committee (SLAC) of which I am a member, to identify the problems they face under the current management.

I hope that this letter and the attached letters, will be able to satisfy any doubts that the CON for this establishment must not be approved.

Respectfully,
Diane Mestanza SLAC Secretary