

Madame Chair and committee members. My name is Jewel Nelson, I live in Lane County and I am writing in support of Senate Bill 714.

My mother is 92 years old and has been a resident in a memory care facility in Springfield since 2019. Through countless interactions with care givers in my mother's life, I have found that they are the gold mines of these facilities.

They are professional, patient and compassionate, dedicated heart and soul to doing the most intimate, demanding work with this fragile, vulnerable and mercurial population.

However, because of gross understaffing and consequent rampant turnover at this facility, I have also witnessed these same med techs and caregivers running around trying to decide which fire to put out. The horror stories I have personally experienced and learned about from other families, are breathtaking:

Infected bedsores, undiagnosed broken hips, days without showers, undelivered meals resulting in severe weight loss, insufficient staff who have no time to study individual care plans resulting in residents' pain and suffering – all of these conditions, which were **not** due to negligence on the part of cruel or indifferent caregivers.

Rather, in fact, at **this** facility, despite pleas for more help to meet this storm of need, these veteran, excellent caregivers were told, “we're not hiring, you can handle it.”

The suffering and deaths mounted daily, far beyond any excuse of a covid metric or “seasonal trend”.

In response to this Dickensian nightmare, **21** of our family members at this facility formed a council. We wrote to management requesting **staffing data** per the guidelines of the Uniform Disclosure Statement which was given to us on moving our families into this facility.

Managements' response was hostile and dismissive. Despite **21** family members endorsing this letter, we were ignored.

I believe that the indifference and responsibility for such suffering rests solely on the shoulders of management and can only be addressed by holding such facilities to clear standards of transparency and accountability with the passage of Senate Bill 714.

As you weigh the fate of this bill, I ask that when you go to bed tonight, imagine that the bed you are heading to is actually in a long term care facility.

Pick a nice one, as my brother and I thought we had. Private room, private bath, private pay north of \$7,000/month.

Imagine that as you wheel your walker to bed, you realize that you need to use the toilet, but forgot to ask for help. In the meantime you have wet or soiled yourself and you are still cogent enough to know it. You call out, but no one responds and you lie there humiliated and waiting.

Or imagine that you're hungry, or cold, lonely or tired but you've been left sitting in your wheelchair in front of the television in the community room, 3 hours earlier. You call out for help, but no one answers.

Or, finally, imagine you're in bed, needing pain medication or you're thirsty and a care partner promises to return with a cup of water, but no one comes back the rest of the night. I have seen all of these scenarios this many times.

These powerless, dependent feelings of helplessness are the norm in these facilities but they don't have... to be. While \$7000 a month is no protection against such suffering... well trained, adequate staff to resident ratios are.

As Oregonians, we need the assurance that when **we too** are in need of long term care, we will have the tools in place to navigate this most dependent and vulnerable time with some measure of comfort and dignity.

These facilities that are tasked with our care, and as often happens, are given our life's savings to provide it... must be held accountable. SB 714 is a vital part of that framework.

Thank you