

## Testimony in OPPOSITION TO SB 2021

Madame Chair and members of the Committee on Human Services:

I am from Portland and have been a resident of Holladay Park Plaza (HPP), a not-for-profit Continuous Care Residential Community (CCRC), for five years. I oppose SB 1021 as written because I believe it grants a single resident veto power over necessary changes to services provided, solely based on their disapproval and refusal to give written consent.

Here are the reasons for my opposition to this bill:

- During my time at HPP, challenges such as COVID-19, inflation, and shortages of both trained and untrained staff have compelled our management to reduce or eliminate certain services. Consequently, we have lost free laundry services, free carpet cleaning, free window and balcony cleaning, and home health care services previously offered on an as-needed basis by available staff.
- Our dining services have transitioned from an anytime walk-in seating arrangement to a reservation-preferred system, accommodating walk-ins when possible. Additionally, our popular weekly Sunday brunch has become a monthly event, and we no longer have a nightly buffet.
- Although these services were not stipulated in my contract with HPP, some residents believe their contracts included these services and are upset about their elimination.
- HPP has implemented these changes in response to the rising costs of hiring skilled staff, availability of regular staff, and significantly increased costs of goods, food, and required building maintenance and upgrades. These difficult yet necessary decisions have kept our monthly fee increases within reasonable, albeit sometimes challenging, limits. Without these adjustments, HPP's financial stability would be compromised. The changes have enabled our balance sheets to improve from substantial losses to nearly breaking even, indicating that further cuts or changes may be necessary. Moreover, all residents were informed of these changes well in advance, ensuring transparency and avoiding surprises. None of the changes made were inconsistent with my current contract.

Our contract ensures essential services and allows us to adapt for the community's benefit.

Allowing one resident to veto changes would not be beneficial.

For these reasons, I strongly oppose SB 1021 as currently written and urge you to not support this legislation.

Respectfully submitted:

Theron E. Schenck II