



From: [Irrchelp](#)
To: [Michelle Elliott](#); [DH, LTCRegs](#)
Cc: [Fiona Cormack](#)
Subject: [External] FW: Nursing home staffing
Date: Saturday, August 28, 2021 6:33:54 PM

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#3312

From: ROBERT MCCANN <topcop_2980@comcast.net>
Sent: Saturday, August 28, 2021 2:44 PM
To: Irrchelp <irrchelp@irrc.state.pa.us>
Cc: officer Robert Mc Cann <topcop_2980@comcast.net>
Subject: Nursing home staffing

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After I retired from the Philadelphia police force after 25 years service I felt it was time to give back and I became a Ombudsman here in Philadelphia for 11.5 years. I received certification from the corporation of the aging here in Philadelphia and spent 11 1/2 years going to nursing homes and making sure the laws for nursing homes in Penna, where enforced . I attended meetings with many political personal in Harrisburg Pa. and in Gettysburg Pa. over the years plus many conference here in the city of Philadelphia. Sure there were only 150 signed comments from advocates and union representatives as many are employed by different nursing homes and they are afraid of being fired if they speak up. Since I could come go at different times to the nursing homes I went all times of the day and night. I went as early as 2 am to see that the residence who lived there were being treated per the law of Pa.

Sure it is hard to hire personal at such a small wage and compare this to what the Director of nursing makes and the administrators make. You have to be there to see what the aids do I helped many because I took the complaint to the administrator of the home for them. You have to be there to understand and not just meetings and say this and say that. Do as I did what, how the aids treat people some nice some not so nice, do as I did I would have a tray of food made up same as what was going to

be fed to the resident and most of the time it was not a good meal. I seen how many minutes that aids were with the residence and I even watch a Dr. spend only 12 hours at a home when he was suppose to spend 20 hours. I always wrote all of the bad things that I seen so that the state would have a record of it of thing that was not right and in 11 1/2 years I have never heard from one person from the state. I

obtained the tier one and tier two

designation from the corporation of the aging here in Philadelphia, the Ombudsman of the year award from Northwest interfaith movements Long Term Care Program for work done in the Northwood Nursing center in Philadelphia .

I would be more then happy to meet with whom ever to give my experience in the 11/1/2/years that I was Representative for nursing home residence for what ever and ever issue that came up in respect to the residence of what ever nursing home I was assigned to

Robert E

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