

**BENZIE COUNTY DHS REGULAR BOARD  
MEETING MINUTES**

September 27, 2011

**Call to Order:** Marsha LaTour called the meeting to order at 1 p.m.

**Present:** Marsha LaTour, Chairperson  
Ken Masters, Member  
Gaylord Jowett, Member  
Kris Lagios, DHS Director  
Roland Halliday, County Commissioner  
Rose Coleman, Administrator  
Margot Peshek, Director of Nursing  
Katherine Johnson, Administrative Assistant

**Pledge of Allegiance**

**Agenda Update:**

None

**Approval of Minutes:**

Motion made by LaTour, seconded by Jowett to approve the minutes of the regular board meeting of August 23, 2011. Ayes: Jowett, Masters, LaTour. Nays: None. **MOTION CARRIED.**

**Approval of Minutes of Closed Session:**

Motion made by Jowett, seconded by Masters to approve the minutes of the closed session of August 23, 2011. Role Call to Vote: Marsha LaTour, YEA. Ken Master, YEA. Gaylord Jowett, YEA. **MOTION CARRIED.**

**Public Input:**

- **Thelma Ryder-Novak, Frankfort:** I have a couple of items. What is the Penthouse in the new design? **Rose:** It's mechanical. It houses all the mechanical. **Thelma:** Why is the board not receiving the information from Jay Pettit regarding the things that are going on with the architect? Why are the board members cut out of that and just Rose involved? The board members represent the county and The Maples, why are you cut out of that? Why isn't Rose forwarding that to you? **Marsha:** The things from Jay Pettit? **Rose:** I received an email. I was copied on it and you (Marsha) were copied on it. **Marsha:** I didn't receive anything from you with information from Jay. **Rose:** I didn't send any information from Jay. I received, I was copied on an email, I believe you were too. It was

something that went between Jay Pettit and Al Goudreau. Otherwise, I get nothing but the meeting notice and I get things mailed, invoices that I forward to the Building Authority. Or we get plans that are in the office. **Marsha:** Who did the meeting notice come from, you or Dawn? **Rose:** It came from Dawn. And I forwarded it. **Thelma:** I am talking about the specific problems they are having with those. Some board member usually attends those Building Authority meetings. Shouldn't you have that information when you go to the meeting, just as Rose would have that information? **Marsha:** Rose is saying it was attached. I did not open mine if it was. **Rose:** No, what I'm saying, is all I've received is I was copied on a communication that Michelle Thompson wrote for Jay Pettit. My name was on it, your name was on it, and all of the Building Authority members were on it. That's all I've received. Plus some invoices that I forwarded to the Building Authority. Why I got those invoices, I don't know. **Thelma:** I've seen that information and I'm wondering why I am able to see that information and you folks aren't. **Ken:** I am going to the meeting tomorrow and I'll ask why. We'll get on the list. **Thelma;** The other input I want to have is that in light of the termination of the social worker this week, another in the chain of over 100 terminations at the hand of this administrator, whose quest for power not only seems insatiable and but increasingly desperate, does the board not think it would be prudent to amend the newly revised Limits of Authority Policy to include not only the department heads but all other employees that are not represented by the union? It's getting pretty obvious that the administrator is not comfortable with the employees talking to Mr. Masters about the problems that are going on and I think that Lori Smith was just a sacrificial lamb to send another warning to the employees that they need to tighten their lips again. It really is an inherent responsibility of this board to protect the employees of The Maples from an unscrupulous administrator. It's only going to be a matter of time if this continues before the taxpayers will end up paying for another lawsuit and we surely don't need that. There's been enough money bled unnecessarily, so my question is, will the board entertain some amendment to that policy so that any firings that are not under the jurisdiction of the union will fall, the final termination be reviewed by this board? **Marsha:** It's something that we can take into consideration. **Thelma:** I appreciate that.

- **Cindy Sandman, Frankfort, MI:**

I work here, live in Frankfort. First of all, I can tell Thelma that Lori Smith was not doing her job. That's why she was fired and I don't think the board should be micromanaging who gets fired and the daily workings of this building. That's not their position to do that. **Thelma:** I just have one short response and that is that it's the inherent duty of any board when there is a problem with the administrator to micromanage until that problem is cleared up.

- **Joan Hibbard:**

My question is, what does it mean that she's not doing her job? **Marsha:** OK, these are things that the board is not aware of... **Thelma:** That's why we're saying the board needs to be involved. **Joan:** What is her job description?

### Comments from the Board:

- Marsha: shared a letter from Steve Girard stating that he is asking that his files be transferred to the new law firm of Clark-Hill in Grand Rapids. He and his partner, Grant Proctor, who has also serviced this board will be leaving and joining another firm. He sent a list of files that he has dealt with that he feels should be transferred.

Motion made by Jowett, seconded by Masters to have those files transferred to the new firm, Clark-Hill. Role Call to Vote: Ken Masters, YEA. Gaylord Jowett, YEA. Marsha LaTour, YEA. **MOTION CARRIED.**

- **Ken:** Involved last week when Lori was terminated. Subsequent to her being terminated, I did go in and talk with Diane Mallory and Rose to ask to see a personnel file to see if any documentation existed as far as any disciplinary or counseling. Diane said they don't have anything. Rose said they don't have anything. From that standpoint, just from my own history in the private sector, anytime we did anything with an employee, whether we patted them on the head or on the hinder, there was paper work dated and signed by that employee and I found it very strange that someone who had been here as long as Lori was just summarily fired and there was no backup on anything and it is something that we as a board will address, perhaps under new business. I don't know the ins and outs of the board but would like to design some sort of three part, that the board is going to be involved anytime anyone is disciplined or patted on the back, because you have to records on what you are doing, to protect yourselves and to protect the employee. It's just good business. You need to have a chronological order of events instead of saying I don't have anything. I was dumbfounded by it. I did accompany Lori up to her termination so she was not alone. **Marsha:** Has the survey been posted for the employees? **Rose:** I went over it with the employees and told them we would get it posted for them in color in a couple of weeks. **Marsha:** Where does that go? Where the survey goes? **Rose:** No, it will be in the employee dining room.

### County Commissioner Report, Roland Halliday (filling in for Marcia Stobie):

- The County Commissioners approved the 2011-2012 Budget: \$50, 987,478.00 and that included the \$5,689,275.00 for the general fund budget. Most of you were there for a portion of that meeting and I would be happy to forward you my full report from that meeting. The highlights would be county ambulance runs were up 137 calls, 12%, for the first 8 months of 2011 for a total of 1,280 runs compared with 1143 the previous year. The county is closing in with a contract with a County Administrator. They were still talking last night. Interviews are being set up with candidates for an Equalization Director. There are three candidates who will be interviewed. Questions concerning the Maples including the sprinkler system—being forced to put one in temporarily until the construction begins? **Marsha:** What is the actual date we would have to have one in? **Rose:** August 13, 2013. **Roland:** There's no way around it? **Rose:** No, there are no waivers. It's a federal requirement. **Roland:** Following up on what's already come up here with Thelma and Ken, Commissioner Kelly also wondered about the dismissals and the number being so high, 120 was the number used, that seems that just the shear numbers alone would be costly in terms of training and such, is that number correct?

**Rose:** Diane has the numbers, but 120 people have not been dismissed. It's included in my report or she can report it now. **Roland:** If the number is correct, that seems awfully high and costly as well. **Marsha:** Diane can address it now. What are the numbers? **Diane:** The numbers since June 1, 2010, 20 people have left employment. Our numbers are not high compared to the industry, actually below average. Of those twenty, two were dismissed due to legal concerns, one was dismissed for safety concerns. Some people have retired. Even to the best of our abilities with the interview process, some people get in and find it's not for them. **Marsha:** Thank you. **Ken:** Are you looking at a different time frame? **Thelma:** No, I'm not. I did a FOIA in May of 2010 and I have the hard copies, the ones I showed you and those numbers came up to over 100. So if there are 20 that have left since 2010 that means that there's 120 doesn't it? Either the FOIA information was not accurate or somebody's juggling numbers. **Marsha:** Let's resolve this. **Ken:** Let's get your FOIA information and get an answer to it. **Rose:** Her FOIA request was for the time since my employment and that was accurate that there were 111 employees that either left, moved, resigned, retired, or were disciplined for absenteeism or terminated for legal reasons or went on a medical leave and never came back and we reported that to this board in May of 2010. In addition to that there are 20 more from that time frame. But the statement that 120 were terminated is not accurate, if that's the statement. But again, we used to hire the nurse aide students for class, they would come for a day or two and find out that it wasn't for them and they would leave this type of work. **Ken:** Were yours terminated, fired, left on their own volition? There's two different types. **Thelma:** That's right and what happens when someone is terminated in this place they are given the choice of being fired or resigning. If they resign, it's not a black mark on their work employment and they can go to somewhere else and get a job. If it was left up to you, what would you choose? There is not an accurate, there is no accuracy in the records of why people leave here. **Ken:** I've been told I'm out of order. **Marsha:** We can't continue to go back and forth with this. We've had public input. If you want, we can address this in the next public input and follow Roberts Rules of Order. Thank you, everyone for your comments. Rose, would you like to talk about the trip now or in your report? **Rose:** I printed that up. Would you like me to pass that out? **Marsha:** Roland, everything all set? Rose, I'm sorry I asked for this out of order. **Rose:** That's alright.

#### **DHS Director Report:**

- Met in Lansing with all the county directors and had a good meeting with our director, Moira Corrigan. Discussed many issues and have given you copies of some of those. My Bridges expansion is going to take place in September. You can now call up on the phone and get your benefits through voice interaction. Any client can now do that. You can, as of December 2011, apply for any payment program or any assistance program of any kind online. March of 2012 you can do your renewals online. Using more phone calls and voice mail and going to less face-to-face with your worker. **Marsha:** How is the staffing doing? **Kris:** Staffing will be maintained and looks good. **Marsha:** You've been able to hire and fill positions? **Kris:** We have an office manager beginning next week. She is transferring from Genosee County. We have an additional direct care worker who will be hired and working in Benzie County. Met with Judge Kida and discussed foster care and

CPS issues. 208,014 FAP recipients in Benzie County - 338,000 dollars in Benzie County alone just for one month. The numbers are holding steady. Welfare reform—there are no FIP cases in Benzie County. So the 48 month and the 60 month closures—we have zero for Benzie County. We currently have 35 open FIP cases in Benzie. Letters have been sent out and we do have programs in place. Looking for navigators who will assist families in getting employment. Expanding and will have a housing program. Every month some cases in this state will close. We could see some in the future in the Benzie County area but don't know that yet. I put some information in here for you to look over. Another change in FAP is that the asset test is coming back. Currently, there is not a test but recently there was someone who won the lottery but continued to receive FAP so that has changed. The \$5000 FAP asset test will include vehicles. Excluded is a vehicle with a market value of \$15,000 or less. Anything above that will be included, and of course, your home is excluded, and a vehicle is excluded if that's part of your income. Anything over \$5000 is going to close your case. Also talked about foster care monitoring.

**Marsha:** Great file with lots of information. I'm going to give the file to Katherine so if there are questions then there is something on hand to refer to. Thank you for providing this to us.

#### **Administrator/Director of Nursing Report:**

- **Rose Coleman:**

Rose answered the questions from the last meeting. The first question asked at the last meeting, and these were from John Zurkel, was about the wages - can't answer that one because it's in negotiations but as far as the question about pension, the employees pay 2% from their gross wages and The Maples pays 5.1% from their gross wages. The health insurance costs us approximately \$74,153 a month and that includes, health, dental, and vision. Also we self insure part of our insurance is included so it comes to a total of \$890,000 and that is based on usage how many are enrolled so it fluctuates from year to year. Also asked if there was going to be any change in how much the employees would pay. There is legislature out there that as public employees the board will have to decide after meeting with Brian Cote from Cadillac Insurance whether we will adopt a 20% co-pay or a hard cap. Brian Cote will get all those figures together and come and present to the board so they can make an informed choice about which way they would like to adopt, the 20% or the hard cap. The DHS board, according to my understanding, I think the County Commissioners are allowed to opt out of that but we are not. That's my understanding. **Marsha:** will that come to the board before union negotiations? **Rose:** Brian Cote will be here...our plan rolls over February 1. **Marsha:** I would think that would be part of the union negotiations. **Rose:** It is. It will happen simultaneously. Brian is getting info and rates together and will present to the county and union and then to the board level and then you can decide. **Marsha:** Thank you. **Rose:** Did that answer all of your questions, John? **John:** How many blue collar workers do you have? **Diane:** I would say 75 employees, but that can vary from month to month. **John:** So, you're looking at \$12,000 cost basically each month? **Rose:** For an average I guess that's a fair amount. There were questions asked, I believe by Ms. Novak, how many full time CNAs do we have and how many part time? We have 25 full time CNAs and 7 part time. Those are the nursing assistants who do the direct care giving on the floor. I think that the other

part of your question is why do we not have more full time CNAs or maybe have one full time CNA who is a floater and is on call. The staffing pattern is based on the census and the need and we have an established number of full time positions and an established number of part time positions to cover those hours on the floor. Diane, you can add to that if you like. **Marsha:** Can we talk about the trip? **Rose:** There are 10 people going to Alma plus Ken on Thursday. They are from all departments. They are going to Alma to look at the house hold model. They will leave at 8:30 and will be back before 5. There will be more trips after that. There are 41 more employees to go. **Marsha:** Let's talk about that. I see that Carrie Parker is on the list and she was also on the Washington trip. I was just wondering if we shouldn't be filling that slot with someone who doesn't have any knowledge at all. We're trying to educate as many as we can. How many have signed up? **Ken:** I think we have 54. **Margot:** Some people signed up twice. **Rose:** Margot is coordinating the trips and who is going. **Margot:** Carrie hasn't seen the facility. **Marsha:** So that wasn't accomplished in Washington? **Rose:** No. **Marsha:** Can you give us a number of how many...**Margot:** 41. **Ken:** 4.1 more trips. **Marsha:** I bring the question up because I want to be fair about it. Let's talk about the trips. We can't keep going to Alma. This man has been very good to us. Where else might we be able to go? **Rose:** I have talked about this with Ken, talked with other administrators; I've talked to the Medical Care Council: I've talked with people at the state, to find some that can be a day trip. Ken said he preferred that they weren't private and you preferred ones similar to what we were going to do and also have the cross-trained or universal. It's difficult to find one besides Alma that's in a days drive. **Marsha:** What's in Muskegon or Ludington? **Rose:** Ludington has a dementia unit but they do not do meals in there or utilize universal workers. **Ken:** The whole idea is to let everyone know what it looks like. **Marsha:** What is Lapeer like? **Rose:** I tried to find out if Lapeer had a facility. I contacted the council. **Marsha:** Can you call the administrator and find out what the facility is like? Is there something online that you can plug into? **Rose:** Do you have a name of a facility in Lapeer. **Marsha:** I thought it was referenced by Steve Girard. I thought that he had given this name. **Rose:** I will check. **Marsha:** Isn't there a county facility in Lapeer? **Margot:** Yes. **Marsha:** Rose, is there any way we can send more than 10 people if you find a facility? By bus? Every time we go, we're intruding in on the residents, and it would be like taking tours through here. They let us go everywhere. **Ken:** And we were a small group, we were only 4 people. **Marsha:** Is there any way we can get more than 9 at a time? **Rose:** I think the challenge is two things. One is the transportation and the other is the coverage on the floor. I think those are the two challenges for that. **Kris Lagios:** With all the technology couldn't there be video conferencing? **Rose:** That might be a stretch. **Ken:** What's in Isabella County? Is there a facility there? **Rose:** There's a county facility. It used to be the hospital that is structurally of the hospital floors but they have done some things inside with different models and have an adult daycare there. They do not have households. **Marsha:** So we are limited to Alma or the UP? **Rose:** Powers, the county medical care facility for the three counties that are joined up there has two green houses which are small households that are independent and off site from the facility and which would be a good choice. But it is an overnight drive. **Marsha:** What's the closest one in the UP? **Rose:** They built two of them, right in Powers. I talked to Grandview which has some semi-private rooms. They

are not a household model. They are using universal trained workers and they are starting to do some neighborhood modeling and are looking at a different dining room program right now vs. the old institutional dining program. **Marsha:** Is there a way you could videotape this? **Ken:** Oh, yeah. **Rose:** Make sure you have permission from the residents. **Marsha:** I'll do anything so they can see what it looks like. They need to see the kitchens. I don't know how else to accomplish this? **Kathy Gorden:** If there are so few, why is it so important to change this? **Marsha:** You're talking about 40 more people, 4 more trips. And Rose is saying we don't have enough coverage. **Ken:** If we take too many people, there aren't enough left here to cover the care on the floor. You have to think about this facility. **Marsha:** We might have to think about creating a video. **Ken:** See what these people say when they come back. **Marsha:** What do you have concerning videos for them? **Rose:** We just got one that is a computer generated and is not what we thought it would be. Most of them are staff talking about culture change. They are not what the employees want to see. They want to see a working model. Just watched one this morning from Eden but it is mostly staff talking. I can't find one that is a Green House model. I have a call in to a colleague to get one from Mississippi. **Marsha:** We know we can't do overnight visits. It will be a while before the facility is started so we'll just have to stretch out the visits—maybe 9 or 10 people at a time and work it out over 3-4 months. See how this works and we'll see if that's a good number and in the meantime, we'll see if Rose can find something else. **Ken:** I could take four people in my car. **Marsha:** Talk to Dave and work on transportation. Space this out over four months maybe.

- **Margot:**

We have a CNA class going on now with 12 students. Seven of them are people who are already employed here, housekeeping, dietary, or both, that wanted to take the CNA class and have five other people who could potentially become employees. **Marsha:** Are you considering this to be cross-training or are they interested in becoming CNAs? **Margot:** A little of both because some were working here already but they really want to be CNAs. What generally happens is that there are more opportunities to pick up more hours. They will be able to help fill in all three areas. Seven are working here already and then five others. **Marsha:** Are we training anyone for across the street? **Margot:** No. **Marsha:** How are we doing with staffing? **Margot:** We have had one of our CNAs come back from medical leave and another is anticipated back at the end of the week and vacations have ended so it's looking better. **Marsha:** So we are not short? **Margot:** We are staffing for every shift to the max. Occasionally, someone will call in and then other departments will help out.

#### **Correspondence:**

- A confidential letter was forwarded by email to the board - a letter from Great Lakes Therapy. Rose spoke with John Dougherty and he will come to talk with the board once the summary disposition hearing is actually heard. It's not scheduled yet.

#### **New Business:**

**Kris Lagios:** Need to discuss the board position. **Marsha:** The ad is in the paper and has been for two weeks.

## **Old Business:**

### **Presentation of the 2012 Budget**

**Marsha:** Rose, would you give us an overview of the budget. How is the budget created? Do you create it or do you get input from department heads?

**Rose:** They create their departmental budget. We discuss it, it goes into this document. We create the revenue and all of the information on the front—insurance and what is covered and what is not. It's done through a work sheet that calculates all the different lines. It's a formula based on the numbers you put in and the past history and what you think your rate is going to be. We still have not received our rate letters and we had hoped with the governor getting the budget done early we would have known our rates. The only known rate we have is our private pay rate which is \$246 per day. We average the Med-A rate at \$340 per day and Medicaid at \$245.95. Plante Moran calculates some of those figures as well. So that's how the revenue is created along with the operating millage which is \$392,514.00 and that number we get from Linda Wilson. We are projecting 6.929.740 for revenue. If the rate letters come back significantly lower or higher we'll come back to the board for an amendment. **Marsha:** And we have everything straightened out with Linda on the question of the millage? **Rose:** Yes. Under administrative, based on a formula for the health benefits, there are three lines that make that up—the deductibles copay at \$120,000, the health benefit premiums which include vision and dental for \$625, 560, and the administration and Cobra fees of \$18,000. We'll have to wait for the final figures from Brian Cote and then will come back for an amendment back to the board. Rose also explained the QAS Provider Tax is the bed tax. We pay a tax on Medicaid days, they use the money for awhile and then they send some of it back. So we have the tax and expense and revenue. So we're budgeting to pay \$461,000 and get back \$697,000 and again that rate hasn't been set either. Marsha asked about the tuition assistance program. Rose stated that employees may submit an application for tuition reimbursement and several have used that. The cost for food and fuel surcharges is budgeted at \$190,000 for resident meals and \$9,000 for supplements. We have budgeted a total expense of 6.874 leaving a net of \$55,563. Linda Wilson has the budget as well.

Motion by Masters, seconded by Jowett to approve the 2012 Operating Budget as presented.

Role Call to Vote: Gaylord Jowett, YEA. Ken Masters, YEA. Marsha LaTour, YEA.

**MOTION CARRIED.**

### **Discussion of the Limit of Authority**

**Rose:** I think this stemmed from Maintenance, there was a concern that if there would be an emergency how do we go about obtaining funds to fix, for example, the boiler going down in winter and needing \$8000. **Marsha:** Don't have to call at 2:00 in the morning but could send an email, notify all board members. It's common sense that you have to address the issue. I wouldn't want you to wait. **Ken:** Is there a company you use for emergency repairs? **Dave:** I would feel more comfortable if there was something in there that says I could do that. **Ken:** If the furnace goes out, make the call. **Marsha:** Do you want the discussion in the minutes? Do you want a motion that you are to move forward? Do you want something in writing or advice on how to handle this? Are you suggesting that we change the Limit of Authority or are you just asking advice on how to handle this? **Dave:** I would prefer to have something more current – give me the authority and then I will contact you. **Marsha:** There is no question that you have to address the emergency. You move forward as you always have.

Discussion continues with Ken and Gaylord giving input. Common sense dictates what goes on. Gaylord thinks we need to follow the changes in the Limits of Authority. If it's 2 a.m. then make the call to the board members. The bottom line is the safety and comfort of the residents. Marsha said that if it's an emergency, it needs to be addressed. If Dave is leery about moving forward with a decision then the board will run the Limits of Authority past Steve Girard to change the language.

**Rose:** The other item is the Contract Review. We talked about it in great detail. We want to be sure where the starting point is. We have service agreements that are good for a year, we have others that automatically renew each year such as pharmacy services. How do we want to proceed? Do we want to review them each year? **Marsha:** We've never seen them. How many people do we have on automatic renewal? **Rose:** We have Pharmacy, elevator maintenance, Hobart...there is a list. Most of those are service oriented like elevator inspection maintenance, boiler inspection maintenance, pharmacy is delivering medications and consultant services, The Birchtree program, the Sage software, the person who maintains all of that for us is on automatic review.

**Marsha:** I think we're in the same situation. I will add it to a list for Steve to check.

**Rose:** The last thing is: everything here is an asset to the facility. We just want to make sure we're OK with getting rid of obsolete equipment—big, old bulky computers, equipment not in use for a long time, furniture that is broken and beyond repair. May we get rid of those items or do you want us to bring it before you? **Marsha:** It's nice to have an inventory so that the board knows what's going on and there's no question for the board or the community. At one point, there were lots of questions about things disappearing. **Dave:** A concern I have is that many things get donated so that becomes the property of The Maples. For example, I have some swivel rockers that have been deemed unsafe so we want to get rid of them. **Marsha:** So make a list and bring it to us. What about the other departments? Do you have concerns say, in therapy?

**Rose:** Every department has assets such as equipment, tables, chairs, computers etc. **Marsha:** I think we need a motion to continue with the Limit of Authority and that there should be a list of assets that are going to be destroyed and that it should be brought before the board.

Motion by LaTour, seconded by Masters to approve an inventory of assets to be destroyed be brought before the board Role Call to Vote: Gaylord Jowett, YEA. Ken Masters, YEA. Marsha LaTour, YEA. **MOTION CARRIED.**

## **Other Business:**

### **Financials**

**Rose:** I have one question from Thelma: Can the public be informed of the balance of the general fund? If you'd like me to do that, I'd be happy to do that. **Marsha:** I think that is handled at the board meeting at the Commissioner's level, I think it's a good thing to do. **Rose:** So then this is as of 8-31-2011. The balance in the general operating fund is \$673,744.90. You do realize that the 3.5 million that is in here is not in our counts. That is for the Building Authority but we have to show it on the sheets until it is spent out.

Motion by Jowett, seconded by Masters to accept the August 2011 financials and the August 2011 Visa bill. All ayes. **MOTION CARRIED.**

### **Discussion on Disciplinary Policy:**

**Marsha:** Wanted to go back to and discuss the point that Roland Halliday brought up when Tom Kelley made a comment at the commissioners meeting and said that we needed to work on the board – she assumed that they could go into executive session for those discussions or not?

**Rose:** Rose checked the OMA and it states that you can consider dismissal, suspension, discipline due to complaints or charges brought against or consider a periodic personnel evaluation of a public officer, employee, or staff, individual agent if the named person requests a closed hearing. **Marsha:** So we could do that under evaluation or what other category? Well I think an evaluation is Rose...because that would be part of it. **Rose:** Ok. **Marsha:** And we haven't had one. We need to come up with a date when we can get together and follow through with the request of the county commissioner for an evaluation. **Ken:** Do we need to have some forms made up for discipline or counselling? Don't want to go through what we just went through the last couple of weeks. Do we buy them? Go to the store to buy some? A form to use when there is a problem with an employee. The survey is the same thing. People were disciplined, they went to get the information and there was nothing in the file. **Rose:** There are universal forms. **Ken:** They do have forms? When I went through things with Lori, Diane had no paper work, she had no paper work. I found it very strange when I looked at her wages - that there were no problems and all of a sudden, she's gone. It made no sense. I would like a form that could be filed in each employee's file. They would acknowledge it and sign it. And we would see a copy of it. There has to be a track record. **Marsha:** Is there a form? Is there a record? **Rose:** She had an employee file. **Ken:** But there was nothing in the file. Is there a disciplinary form available? **Diane:** I don't think this is the place to discuss this. **Rose:** We do have forms. **Marsha:** Perhaps you could show that to Ken and have Diane pull the form. **Ken:** I'm asking about specifics. Do these forms go in employee files? **Rose:** Yes. **Ken:** So every employee, if they've been disciplined, there is a form in their file. **Rose:** Yes. **Ken:** There have been employees who were disciplined or written up yet when they came back there was nothing in their files. **Margot:** Sometimes, if employees write up a concern form, an employee might feel they're being written up but they will just be talked to and that is not a discipline and not in their file. **Ken:** There's an occurrence if they call in late or punch in late. **Rose/Margot:** That's the attendance policy. **Marsha:** What happens to a concern form? **Rose:** The concern form now gets tracked. We went through the process with the union and with Steve Girard and just reviewed it with the staff at the all staff meeting. It goes to the chart to be tracked and then goes to the supervisor or to whoever it needs to go to who then reviews it, then it goes back to the original person who made the concern, and to the extent possible without divulging if it led to disciplinary action. **Ken:** That goes in their file? **Rose:** That does not go in anyone's file. Diane keeps those in a separate file. **Ken:** Salaried employees don't have concern forms? **Rose:** All employees have concern forms. **Ken:** But they're not kept in their file. **Margot:** Concern forms aren't. They are not disciplinary. Those would be counseling forms. **Ken:** So, you do have a form for that? **Rose:** yes. **Ken:** I would like to see copies of those.

### **Public Input**

#### **Joan Hibbard:**

Asked if The Maples is still a member of the AHCA (American Health Care Association)? **Rose:** I do not believe we are currently a member. We did not renew our membership. **Joan:** Don't their standards require some kind of tracking of disciplinary actions?

**Sue Miller, Director of Therapy:**

It is my responsibility to address the care of residents who come here for therapy, whether it be physical or emotional needs. If I have a need of a family member of the resident of an emotional nature I would go to Lori, the social worker. If I felt that need was not addressed or the family felt the need was not addressed, then I wrote a concern. I kept a running list of concerns since 2009, since I started here. That list was shown to Lori as events happened and occasionally, I would send that list on to Rose. Whether or not, she put that list in her employee file I do not know, nor is it my business to know. But I do know that list she has and it was probably used in this discipline. **Marsha:** Who is dealing with the social work now? **Rose:** Several of us are. **Marsha:** Don't we have to have a social worker? Isn't it a requirement to have a social worker? **Rose:** No, not in a 62 bed facility. The requirement is that we provide medically-related social needs. **Kathy Gorden:** If we are talking an employee position that's one thing, but an employee's name should not be brought up in this public setting. **Ken:** I apologize for that.

**Thelma Ryder-Novak, Frankfort:**

I don't understand the difference between a discipline and a concern. If you are concerned about something an employee is doing enough that you tally those up somewhere why aren't those specific concerns kept in the personnel file? Or kept so that when there is this type of action taken, there is something for the board to see or understand why the action has been taken? **Marsha:** I think we just addressed the issue that there is a new process being worked up. The new concern form the way you are addressing it now? **Rose:** The concern form is not going to go in an employee's file. In the new process if the concern form - if the supervisor believes it rises to the level of discipline, they will do a separate disciplinary action form that will go into the employees file and that's what will happen. Does that answer your question? **Thelma:** This is asinine. She's saying that all of a sudden they can say there were all of these concerns but there's no evidence of it anywhere. There's no evidence for the board to see that there was these concerns. All of a sudden, a person got fired. Actually, I always thought there was a progression, you don't just take the first disciplinary action as a firing. There's a corrective thing. **Teresa:** I'd like to know what Robert's Rules are regarding a public meeting when people make repeated comments over and over again. **Marsha:** We are to address your concerns, the concern that came from the County Commissioner's Office, this is something we have to discuss when we go through evaluations, do we need to handle things differently. I don't think this conversation should go any further than it has. Right now we're way into micromanaging and it's turning into a general conversation. **Joan:** What are concerns? What are talking about with concerns? Did a patient fall? Is there a red spot on the coccyx area? That needs to be defined. **Marsha:** Rose, at the next meeting perhaps we can go over concerns and disciplinaries so that there is....**Rose:** Ok.

Motion by Jowett, seconded by Masters to adjourn. Ayes: Jowett, LaTour, Masters. Nays: None. **MOTION CARRIED.**

**Meeting adjourned at 2:38 p.m.**

Marsha LaTour, Board Chair \_\_\_\_\_

Kris Lagios, DHS Director \_\_\_\_\_