

# SBFCH-Adult Residential Facility Working Group

## December 2020 Report to the Board of Supervisors

Current Members:

Management: Dr. David Woods, CPO, co-chair (replacing Troy Woods); Linda Sims RN, BHC Facility Director; Andrea Turner, acting ZSFG COO (replacing Ingrid Thompson RN); Jeffery Schmidt, Director of ZSFG Operations (replacing Luis Calderon, acting SFHN Transitions Deputy Director); Joanna Cheung, MFT, ARF Director and Adela Morales, RCFE Director

Labor: Monica Diaz LPT, SEIU 1021, Co-chair; Amy Wong MHTS, IFPTE L21; Sarah Larson, MHTS, IFPTE L21, Karlyne Konczal LVN, SEIU 1021; Connie Truong AL, SEIU 1021, and Sharifa Rahman MHW, SEIU 1021

Secretary: Casie Aniya (replacing Emeterio Garcia)

The labor team is holding out hope regarding the abrupt change in oversight on 7/1/2020 from Transitions to ZSFGH. This change was not announced to staff or the unions until over a month after the contract began. As a result, there have recently been changes in management personnel within the group. Labor is waiting to see what changes will develop with the change in oversight and support for the BHC.

### MEETINGS

After the March 1st, 2020 report was submitted, the Working Group convened on March 5th, July 2nd, August 6th, October 1st, and November 5th. It is noted that after the meeting on March 5th, all subsequent meetings had taken place remotely through Microsoft Teams due to the social distancing recommendation. Scheduled meeting on April 2nd was cancelled due to precaution to mitigate the risk of exposure to COVID-19. Scheduled meetings on June 25th and September 3rd cancelled due to a) Troy Woods scheduling issues and b) chronic technical issues with meeting platform.

The Working Group will continue to meet on the first Thursday of each month. Due to meetings being missed previously, additional 30 minutes will be added to each meeting. Working Group will run from 9:30am to 11:30am.

### Staffing

- The group is waiting for management to create a workable staffing model. There have been several requests over the past year and management has yet to produce a model.
- There have been some new hires, but we are still very short, especially since staff are required to escort residents on all visits, appointments and screenings due to Covid. Staff is requesting the hire of a facility-wide coordinator to be a point person regarding the facilitation and scheduling of trainings, orientation, testing and certifications.

Staff hired since March, 2020 include 1 Team Leader, 1 Licensed Psychiatric Technician, and 1 Licensed Vocational Nurse for the ARF. Additional LPTs, LVNs, and mental health workers were hired for the BHC. HR is in the process of hiring additional Team Leaders, LPTs, and LVNs. However, Staff have not yet been able to move into positions they bid on last December, which will affect staff ratios Throughout the BHC. Requests have been made to Linda Sims as to the actual number of hires and staff departures at the Facility in the past year. We are still awaiting her response.

### Workplace safety-

Linda Sims and Sarah Larson met with Risk management regarding a list of safety issues created with the help of staff. Risk management explained that they could only respond to management request for root cause analysis after a reported critical incident (see report to ARF working Group, 2/18/2020). Most of the concerns are contained in this report.

- There was some agreement that remedies to the ARF should extend to the RCFE and the rest of the BHC where applicable.
- In the last ARF Working group meeting, Jeff Schmidt mentioned he will meet with the director of Security and ARF staff. Status pending.
- Management reports having many meetings with HR, but no significant changes have been in effect regarding problem employees with threatening or menacing behaviors, bullying peers, refusing assignments, false allegations, inadequately trained staff with little to no supervision, using peers to train new staff with no procedural plans or supervision.
- The back entrance of the ARF safety issues have not been addressed.
- We want DPH to hold managers and supervisors accountable for their action or inaction in supervising and managing their own workforce, which suggests a systemic issue at ZSFGH Human resources.
- Management has yet to implement the new Workplace Violence Prevention policy, written last August. However, employees have been issued personal alarms.
- The group had pointed out that panic buttons should be placed in stations, off unit areas, communal areas, and clients rooms.
- Labor has requested several times to meet with the watch commander and discuss difficulties in getting quick and effective responses to 911 calls to no avail.

#### Patient Care-

- Leadership has not provided staff clear effective behavioral plans on setting limits, patient's rights, and enabling negative behaviors. Though residents are required to sign a contract to abide by house rules, there are no clear ways to enforce them. Management continues to refuse to administer toxicity screens or use 5150 to assist in stabilizing and setting limits on dangerous and or threatening behaviors.
- Drug use, refusal of medications and medical care, binge eating, violent acting out, predatory behaviors and poor hygiene are not being addressed to any effect.
- There is currently no access to bridge programs or a treatment specialist at the ARF to address special needs. This facility continues to be at the mercy of Transitions placement team and other external staff which continue to be slow to respond, if at all, with apparently no recourse but to keep residents who either need a different level of care or impinge upon the rights of their peers.

We are hoping to address these issues in the upcoming year.

#### Training

- After much discussion, ZSFGH admin has reported that the Department of Education and Training (DET) is currently trying to figure out a plan for Crisis Prevention Intervention (CPI) training; a crucial part of the new workplace violence policy which cannot be taught online, as well as CPR and First Aid. A plan has been written by Sharifa and Adela for Medication Training which has not yet been implemented.