

TRACEY VAN ZANDT

From: Jim Nohr <jnohr1166@gmail.com>
Sent: Tuesday, February 9, 2021 11:36 AM
To: TRACEY VAN ZANDT
Subject: Public Comment for tonight's meeting

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As a Rock County citizen I am appalled by the actions of Josh Smith and his vaccine mandate for workers at Rock Haven. There have been so many false statements made by Josh and Sara Beren regarding the number of staff that have quit, laid off, and retired. To force someone to take a vaccine is illegal and for that reason I am demanding Sara and Josh's resignation or termination for their incompetence and unprofessional conduct.

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Jim Nohr
Beloit, WI

To Whom It May Concern:

I have worked for Rock Haven through 3 Administrators and now an Interim Administrator. Rock Haven has had issues in the past but it has never been this bad. The staff morale is worse than I have ever seen it, employees are sad and they are tired. They do not have support from upper management and they watch as management is not being held accountable. A lot of employees are watching these meetings and sitting back feeling helpless as Sara sits there and lies. She is lying to the board members, the residents' families and the community. She recently told a family member that only a couple of people had called off for side effects after the vaccination. This is not true. This is just so sad to watch. Rock Haven employees are begging for help and once again nobody is listening. They are working tirelessly to take care of the residents here, management is not. Management is sitting in their offices, with the exception of 2/3/21 when Renae and Sara helped out on the floor for an hour. Listening to the health services meeting today and listening to the board members, one in particular accusing the employees of lying, saying he did his research and everyone BUT Sara is lying. This board member is delusional, Sara was hired as a DON, not as an administrator, she doesn't have the experience for this job and she is NOT going a great job due to lack of experience. There are 2 sides to every story, you have to listen to both, not just Sara's. Employees are being treated poorly, unfairly, overworked (ask the staff who have been mandated since 2/2). Sara was accurate when she said that all the shifts were covered, they were covered.....mostly by mandated staff. Rock Haven is no longer a great place to work and many of us are actively looking for other jobs so good luck with the staffing in the months to come.

Anonymous

(I would like to remain anonymous due to an incident that happened at Rock Haven today (2/10) where a staff member was harassed about writing a letter to the board)

TRACEY VAN ZANDT

From: MICHELLE KELM
Sent: Wednesday, February 10, 2021 11:38 AM
To: COUNTYADMIN
Subject: Read at AD HOC

Hello,

My name is Michelle Kelm and I am Rock Havens Scheduler. I'm writing to clarify some things on staffing. After listening to the health services meeting, the last couple board meetings and reading the paper I would like to clarify that NO...staffing is not ok and NO I've NEVER stated staffing would be fine or is fine with this mandate. When it was said that we have so many agency CNA's that Sara and I couldn't keep them straight that was not correct either. I have no problem keeping track of 4 agency CNA's. All the work that goes with having agency in our building is very time consuming, working with 4 different agencies and having people try to help when really they don't know what they're doing that is the problem with keeping agency straight not that there's so many wanting to work for us. Staffing at Rock Haven since this mandate is a complete mess. When I heard Sara say at the last board meeting the schedule will be fine because we had agency lined up to fill the vacancies my mouth dropped. So far we have a total of 4 agency CNA's helping us to fill the 42 open CNA positions and 4 agency nurses to fill our 9 open nurse positions. We've had 76 call in's (44 in nursing) and 11 mandations In the last 7 days, I personally counted all these numbers this morning to make sure they were correct. We haven't seen that high of numbers in years. I feel like the people speaking on Rock havens behalf regarding scheduling is severely sugar coating the situation to make it seem like we don't have a problem and that is one of the biggest reasons staff are so upset other than the mandate is all the exaggeration of how everything is running so smoothly. What sense does it make to have our staff laid off at home collecting unemployment when all they really want to do is come back to work. Instead were paying agency staff over 3 times what our staff is making and paying all this overtime and burning out our regular staff to cover these vacant spots. Has anyone looked into these numbers? Was this even thought about when making this mandate decision? I know multiple staff that are currently looking for other jobs because of the way management has been treating them. I've also heard (which is just hear say) there are some staff that will

not be taking the last vaccine in March because of all the side affects others have had. This is just going to create more layoffs. It was said that we have staff that are cross trained from Activities and Environmental Services which is true but all that means is when they are pulled as CNA's the residents aren't getting to do activities and things are not being stocked, cleaned and covid sanitized. We all need to come together as a team and figure out how to make this right because what we're doing right now is definitely not working. Rock Haven is the home to 90 residents and those residents deserve the best care but currently are only getting the minimal due to the nursing shortage.

Thank you for your time
Michelle Kelm
Nursing Staff Coordinator

MICHELLE LYNCH

From: MICHELLE KELM
Sent: Wednesday, February 10, 2021 9:36 AM
To: MICHELLE LYNCH
Subject: [REDACTED] wanted me to give this to you to send to the correct person.

My name is [REDACTED] (I would like to remain anonymous)

I would like to share my view of what is going on at RH at this time. First of all, since the mandation of this vaccine there has been some exemptions made for staff to not get this vaccine which has been a blessing for me, but for some that are older feel that they have been discriminated against. I still feel very strongly that this vaccine needs to remain a personal decision. Especially since this vaccine does not prevent the spread. Also, we need to look at our management and how this place is running. How we treat our co-workers and employees is huge in job satisfaction and keeping a strong team to care for our elders. Right now we as a team feel our manager mainly Sara Beran and Renae are not doing a good job in working as a team. Sara has not been jumping on the floor to help or offer guidance to us during this very trying and stressful time. Renae has lashed out at staff and also wrote me up for a poor performance which I feel very strongly was in retaliation. I personally was given a poor performance for insubordination, not wearing proper PPE, and not following protocol when I was told directly from a superior I did not need to wear a N95 mask due to not coming in contact with any positive residents. Then a policy was placed days before my shift stating all staff to wear N95 mask. I was unaware of this policy change and not one person educated me on this change nor did one person tell me I needed to wear a N95. I proceeded on my duties following what I was told and then was pulled aside being told that I had been written up for poor performance. How is this situation displaying good leadership or management skills? Did anyone ask me directly to wear the mask NO! Did anyone educate me on this policy change NO! Instead I was told that I should be reading every piece of paper that is displayed in this building and retain it so that I can do my job properly. I feel this is failure from our management!! If you walk our units there is paper displayed everywhere and is very overwhelming and during this time I did miss that memo because it was not displayed properly or educated to staff properly! If I were to know this I would have definitely followed protocol as I do and feel that I am a very responsible, have great pride in my work, and follow policy and procedures. I am very hurt by this poor performance and asked for it to be removed and I was told "NO" by Renae. How are these actions looked at as a good DON or Interim Administrator?

Thank You

My name is Michelle Lynch and have worked in Rock Haven for almost 26 years now. I have been through many administrators and many changes. I was here when we downsized from 354 residents, to now the 128. Employees had to bump other employees' out of positions, due to the downsizing.

I understand that policy and procedures are needed and to be followed. I would also like that to be the case for everyone here and not just certain staff. Some examples are:

- The infection control nurse to follow her own policy's and wear her shield when appropriate and not be exempt from her own policy.
- The Medical Director to be held accountable to the same standards as all the employee's here. I have witnessed numerous occasions of him holding his shield, or putting it down on the counter, BUT nothing is said to him by Sara Beran or Renae Thompson.
- Sara Beran continues to state that the vaccine is for resident's safety, but how come the 2 most important people that also agree with her, DO NOT have to follow this policy of PPE.
- I am told that my office worker and I can't eat at the same time, due to being 12 feet away. BUT Sara Beran, Renae Thompson, Maddie Wiger and Kim Ball can order pizza or Mexican and sit in Renee's office around a small table and all eat together.
- During this pandemic emails go out all the time about not using anyone's office and make sure you are sanitizing surfaces. Again the do as I say and not as I do, as both the infection control nurse and Sara sat at my desk for a couple of hours and didn't wipe anything down. But when I am upset about it, I am told to choose my battles.
- Sara called me one day to ask me about something, when I tried to explain that I had nothing to do with it, her response was "I am not going to argue with you, your name gets dropped a lot. After the rude conversation she did find out it was one of her ADON's that said something and not me. Never an apology for the rudeness.
- When I told Renae Thompson about a concern she said I don't know who to answer that. I said anyone else would get written up, but I can talk to someone else about it. She slammed the phone receiver down on me and hung-up.

These are only a few examples of the last 10 months of HELL.

Michelle Lynch

February 9, 2021

To county board members of Rock County:

My name is Tracey Ramsey and I am writing to voice my concerns regarding the unprofessional, unethical, and truly alarming behavior displayed by interim Nursing Home Administrator Sara Beran.

The sixth provision of the American Nursing Association Code of Ethics states:

The nurse, through individual and collective effort, establishes, maintains, and improves the ethical environment of the work setting and conditions of employment that are conducive to safe, quality health care(<https://nurse.org/education/nursing-code-of-ethics/>).

This provision is not being followed by Rock Haven's current interim Nursing Home Administrator, Sara Baran, as evidenced by the following:

- September 15, 2020: former nurse practitioner Angela Besaw and Dr. West, medical director, were placed on administrative leave with no explanation.
- September 18-20: Hal Ramsey, MD has been taking call for Rock Haven for approximately 20 years. He was **not** notified by Rock Haven administration of above action placing him in a precarious position. Dr. Ramsey fielded resident calls as per policy.
- From the time Ms. Besaw and Dr. West were escorted out of the building September 15 to 5:00 p.m. September 18, who was taking medical call for the resident needs?
- Neither the interim Nursing Home Administrator or County Administrator contacted Dr. Ramsey informing him that his services were no longer needed.
- Former nurse practitioner, Angela Besaw, was cleared of any violation. Subsequent treatment of Ms. Besaw by Sara Baran and Taya Walk constitutes an example of workplace bullying.
 - Lateral violence (LV) is a devastating phenomenon in the nursing workplace. Also known as 'horizontal violence' or 'workplace bullying,' LV is disruptive and inappropriate behavior demonstrated in the workplace by one employee to another who is in either an equal or lesser position (Coursey, Rodriguez, Dieckmann, & Austin, 2013).

- Why was Ms. Besaw not allowed into Rock Haven after being cleared of any violation?
- November 10, 2020: The board votes to keep the nurse practitioner position, yet residents of Rock Haven were still denied access to Angela Besaw.
- If Rock Haven was truly “moving in a different direction” then why not inform the nurse practitioner and medical director their contracts would not be renewed? This would have been the **professional** choice to make.

I have watched two zoom meetings and find it appalling questions are not answered in a clear, concise manner but instead circumvented. I am in disbelief Josh Smith often remains mute during these meetings.

I question why someone is not fully investigating the reason behind the resignations of staff. Is Human Resources conducting exit interviews? This problem stems long before the mandated vaccination debate.

As a nurse educator, I challenged my students to use their voice and advocate for patients and their colleagues. I ask board members to truly listen, question, reflect, and take appropriate action to end workplace bullying/violence at Rock Haven.

Sincerely,

Tracey Ramsey RN MSN