

TESTIMONY

Submitted by Ronald D'Aquila, RN, CEO
Assisted Living Services, Inc.
Appropriation Committee – Human Services Budget Public Hearing

March 3, 2021

Regarding the Governor's Budget for Human Services

Dear Honorable Chairs and Ranking Members of the Appropriations and Human Services Committees:

My name is Ron D'Aquila, Chief Executive Officer, Assisted Living Services, Inc. We have been providing home care services throughout Connecticut for 25 years. Today, I wish to make you aware that we need a significant increase in our rates for the Connecticut Home Care Program for Elders or an important service offered to seniors will be forced to change forever. That service is called "24-hour Companion" or "Live-in Services." As agencies are trying to cope with rising wages, some are faced with the choice of discontinuing this service offering or rotating two or three Live-in Caregivers per week to control overtime costs. This has a terrible impact on continuity of care for the client, and a substantial loss of income for individual Live-in Caregivers that dedicate their life to this type of home care. Please take a moment to read a recent Google Review left by one of your constituents. There are many fine home care agencies across Connecticut offering amazing Live-in care to thousands of seniors, but please be aware that this type of care is going away for CHCPE clients without your help. Someday this could be your grandparent needing this service, so ask yourself, isn't this the type of care you would want?

Review from a constituent:

"My family has been using Assisted Living Home Care Services for five years now to care for our mother who suffers from dementia and we have nothing but positive things to say about this agency. In working with the Assisted Living Home Care Services after all this time, the office staff has always been extremely responsive and the lines of communication have always remained excellent.

Most importantly, the level of 24/7 care that our mother's caregiver, Connie, has continued to provide to our mother for almost four years now is nothing less than outstanding. Having seen our mother go through the advancing stages of dementia to a point now where she is bedridden

and non-verbal, this has posed many different challenges for her care and Connie has always made the necessary adjustments to allow our mother to have the best quality of life possible with her condition.

Connie's level of commitment and concern reiterates to us that she has a genuine care for our mother / her patient. Even when Connie leaves our mother's home for her scheduled time-off, she leaves detailed instructions for the covering caregiver to ensure the necessary level of care is maintained. We can honestly say that if our mother's care wasn't in the hands of Connie, she may not still be with us today. For that, we are extremely grateful for the difficult work that Connie does on a daily basis to care for our mother and, through this review, want her to be recognized for her efforts.

Assisted Living Home Care Services is an A+ agency and many kudos to having Connie as part of their caregiver staff. Endless gratitude to Connie and the entire staff at Assisted Living Home Care Services!"

Thank you for taking the time to understand more about home care and how important it is for you to help us get rate increases to help us maintain quality of care for seniors who wish to remain safely at home. Thank you for your time.

Please do not hesitate to reach out to me directly with any questions or commentary at 203-634-8668 or ron@assistedlivingct.com