

October 26, 2022

To the Homemaker Companion Task Force,

I am writing concerning my experience with Right At Home (RAH), a home companion agency in Wethersfield, CT, that provided care for my Mother and Father from the late fall of 2006 to February, 2008 when my Mother passed away. I am recalling to the best of my ability a segment of time I would prefer to forget. The entire experience with Right At Home was a negative one. The minute my Mother passed away was the time I ended my relationship with RAH!

Since I live in Illinois and my parents lived on the farm where we moved in 1955, I visited approximately only one week per month. During each visit I was able to ascertain the full climate and workings of their home! I talked with my parents daily. My initial visit with Bob Scandura, the RAH agency franchise owner, was positive. He seemed pleasant and talked as though he cared about my parents. Soon after we engaged RAH, I saw that the agency's attention to my parents' cases was severely lacking. There was little-to-no monitoring of what was going on with my parents' care! Bob told me that he was required to visit only once every six months. On one visit, I came to find Mom's Care Plan primarily contained notes about my Dad's care. The two had been mixed up! My written notes that I've kept include an email to an attorney saying that "when Bob brought Doris's substitute on August 29 (2007), there was no care plan in the RAH book for Mom."

Over the course of time we had RAH, I encountered frequent times when the caregivers showed up late, had to work over their allotted hours because no substitute was provided by RAH, and did not get their allotted break time because there was no substitute provided. None of the RAH home caregivers spoke positively of their relationship with the RAH owners and how the owners treated them. On one occasion, a young male caregiver came to fill in and seemed to know nothing about what his responsibilities were. He told me that he had been told nothing and did not know about "care plans". I found the general quality of RAH caregivers to be poor. The care plan, when it was in the home, was not followed. When under the care of the RAH caregivers, my Mom was generally put in front of the television, was often not gotten out of bed until late morning and was not supervised to do her required physical exercises.

There were two occasions when I got Bob's attention quickly. One was when I recognized the amount of laundry detergent that had been used in a month and was told by a second caregiver that Latashia was bringing all her clothes and linens from her home to wash at my parents' home. Bob came to visit for the first time that I recalled since the initial visit. His appointment was at 2:00. He arrived at 4:20 with no call. He spoke with Cynthia (one of the RAH caregivers) and me and said he would take care of trying to replace Latashia. As he got up to leave the living room, he went over to kiss Cynthia on the cheek and then came and did the same to me! I was so shocked at the behavior that I was speechless!

After that incident, I found empty beer bottles upstairs, I again reported Latashia and Bob once again came out. As he was leaving, he again approached me but this time I was prepared. I turned away and said,

“That’s not necessary or appropriate.” I’ll never forget those two occasions of sexual inappropriateness and exactly where I was sitting on each occasion.

On another occasion, Bob told me that he had hired a nurse and that she would be coming out to check in on my Dad. It is my understanding that home companion agencies were and are prohibited from offering nursing supervision.

Additionally, one of my Dad’s caregivers put in a request to RAH for a break and RAH was non-responsive so I resorted to searching for another caregiver from another agency to relieve her so she could take breaks.

On another occasion, I asked Bob to schedule an appointment to meet with him and one of the RAH administrators to explain charges for mileage driven by the caregiver in my Dad’s car. After thirteen inquiries I got no response so I resorted to putting my request in writing. My Dad was invoiced \$18/week for twelve consecutive weeks. There was no such charge in the contract and there were no “errand miles” used by the caregiver with her own vehicle.

The explanation of these “errand miles” charged by RAH was never explained or refunded and appear typical of the business ethic of RAH. I came to feel in the 17 months of working with them that they do not think they have to follow any rules and they are full of excuses and untruths.

In summary, I would never recommend this business to anyone. Their certification should be revoked. In addition, a thorough investigation into their accounting practices should be done to determine the extent of incorrect and extra charges they are adding to clients’ bills. Furthermore, I feel that Robert Scandura has engaged in sexual harassment and should be punished for that behavior. I do not feel he should be engaged in the home caretaking business.

These types of agencies should have oversight regarding the quality of care and be held responsible for their actions. Without it, the health and safety of people like my parents are seriously jeopardized.

Respectfully submitted,

Betsy Dietz Mollway, M.S.Ed.