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[00:00:02] **Speaker 1** And I think we have to do a sync move to before.

[00:00:15] **Speaker 2** And the parent club. It goes quite a bit. Mm hmm. All right.

[00:00:24] **Speaker 1** All right. Well, thank you for doing this. Really appreciate it. Um, can you start by telling me your name and your age and a little bit about how long you've been in this area? Okay.

[00:00:39] **Speaker 2** I'm Judy Osborne.

[00:00:41] **Speaker 1** Can you spell your last name for me?

[00:00:42] **Speaker 2** 0rfmbor and e. I'm 75 years old. Uh, I've been here six months. Uh. I came here not anticipating it, but I happened to fall in the street one day in my face. And of course they called the police and ambulance and then it was a matter of thinking that I needed care because I was falling quite often and I ended up here. I somebody contacted addressee and apparently they have awareness of places that are available. So that happened.

[00:01:36] **Speaker 1** So that's how you got connected with the DRC, found an opening and you got slotted here. Correct. And so you've been here six months? Mm hmm. Um, what has that experience been like?

[00:01:49] **Speaker 2** I didn't know what to expect. And. I hope to move someplace better. Like I said, I don't like to sit around doing nothing. So I would do things to keep myself busy with, like cleaning windows or screens or vacuuming and just anything because, you know, it's all our home. You don't want somebody to come in and see dirty or messy or whatever. But then they keep telling me it's not my job, that nobody's seeing it doing anything about it. So yeah, there were times when the tables were not cleaned off or set up for the next meal, so a couple of us would go ahead and do that. Oftentimes. Now even they aren't serving beverages before a meal, juice or water. They don't want us walking around in the dining room because. Things can happen. But I often will serve coffee a second cup if they don't have any. Because that's what you do in a restaurant. And they refer to wearing this to be like a restaurant dining room.

[00:03:26] **Speaker 1** So does this feel like a home to you? Oh, no. And you're in the, um, there's the, uh, CB RF side, and that's the side that Linnea is in, for example. But it, it made it sound like you're in the, the other side.

[00:03:49] **Speaker 2** I don't know what's what. Okay. Sorry, I haven't been told.

[00:03:54] **Speaker 1** Um, can you tell me about some other other issues that you see living here?

[00:04:02] **Speaker 2** This happens often. Um, I don't know if they don't use soap in their dishwasher or what, but like I say, that happens often. I just happened to grab this off a cart this morning to give somebody coffee, and I usually look at the cup before I fill it and the just.

[00:04:25] **Speaker 1** To show it to closer.

[00:04:28] **Speaker 2** You just hold it up like you were for a minute. The juice glasses are the same situation. Yeah. They're just not clean. And someone said, Well, that's because of the hot water. Well, how can that be? And silverware often isn't clean. You know, they don't look at it when they put it on the table and no napkins. Earlier this week, they were put on a table wet. And they aren't folding very well. The wrinkles in the portions have gotten considerably smaller. And the Styrofoam cups, I think, are a safety hazard with seniors drinking coffee. And if you squeeze it too tight, it's going to run over on your hands.

[00:05:26] **Speaker 1** Do you require health care at this facility?

[00:05:29] **Speaker 2** No. Okay.

[00:05:31] **Speaker 1** So do you have interaction with the aides?

[00:05:34] **Speaker 2** Yes.

[00:05:36] **Speaker 1** And what's that like?

[00:05:39] **Speaker 2** Oh, it's I see them walking around in groups of three and four rather than being individual and helping people or, you know, there's just things they could be doing. There were some girls here previously, maybe three months ago, that were much more helpful. And I oftentimes folded napkins for them just to give me something to do. So they could be doing other things that need to be done.

[00:06:18] **Speaker 1** Have you noticed anything like what Dick was describing? Like, it's hard to know people's names.

[00:06:24] **Speaker 2** Oh, yes, definitely. I in fact, I turned in the suggestion at one time that we should all have name tags. You know, just the first name is fine because some of these girls, they look like, um, and just no way of knowing which one might have waited, taking care of yesterday compared to the march. Right.

[00:06:53] **Speaker 1** Does it make it difficult to to trust the people that are supposed to be caring for you?

[00:07:01] **Speaker 2** Oh, yes, definitely. There's been money taken from some people's rooms. Some people turn their clothing in for laundry and they don't get it back.

[00:07:16] **Unidentified** It's just. The.

[00:07:22] **Speaker 2** Like the faces at a sink. It just hasn't been cleaned. And I don't know how long this is. Just see, this was third realm. It's sorry you went across the aisle.

[00:07:36] **Speaker 1** What does that how does that make you feel living in this place?

[00:07:40] **Speaker 2** I don't get it. I just don't get it. But in this day and age and everything that we've all been through that has come down to this. It's like it's scary that this younger generation is what are they going to do? What are they not going to do? You know, apparently they don't have much of a work ethic and this careful enough people that they call in. They aren't going to come in. There's been times when there hasn't been any staff person here on a weekend, for example, or in the evening. And it's and there's people that are we don't know how much longer they're going to last. And what do we do if they do pass on?

[00:08:29] **Speaker 1** There have been times when there's no staff member.

[00:08:32] **Speaker 2** Oh, often. Really? Yes. Yes. All we can do is call 911, I guess.

[00:08:40] **Speaker 1** So does that mean like no staff person at all or just no aide or.

[00:08:47] **Speaker 2** No staff person? Aides are considered safe. Okay. But when you're assured help, where are you going to need a couple of people that know what? Maybe you know what to do.

[00:09:01] **Speaker 1** Do you feel safe here? No. Do you think that having more people on staff would help?

[00:09:18] **Speaker 2** I would hope so, but I'm not very confident that we are going to be doing what they need to be doing either.

[00:09:27] **Speaker 1** Dick was talking about some things that he's heard in terms of some bad interactions between staff and aides or clients. And have you personally witnessed anything that concerns you? No, not those things. Um, do you hear from other people that those things happen?

[00:09:52] **Speaker 2** Yes. There's talk around the dining room.

[00:09:57] **Speaker 1** Um, and what happens if any of those issues are brought to leadership or brought to people that have the power to do something about it?

[00:10:09] **Speaker 2** I never hear of that happening. It's a you know, it's just avoid it.

[00:10:16] **Speaker 1** Have you ever tried to bring anything up trying to change anything?

[00:10:23] **Speaker 2** Yes. Nothing. You know, if it's. Sometimes I wonder if it's because it's too costly, but I don't get that kind of answer. Well, right now we're down to, uh, in one laundry room, there's two washers and dryers. Well, there's three laundry rooms like that and one laundry room that don't have a working dryer. And that's going on a good week now that when I moved in there, that requires us as a four way transportation to doctor appointments and so forth and shopping. Well, somebody stole the catalytic converter, so they they didn't fix or fix it or but they supposedly had one on order and off for five months. We still don't have one.

[00:11:23] **Speaker 1** So do those people have a way to get to their appointments?

[00:11:27] **Speaker 2** Um, they oftentimes take the little bus, I call it. It's like 350, I think, or whatever, for trip.

[00:11:37] **Speaker 1** So they have to organize their own transportation.

[00:11:40] **Speaker 2** Well, the receptionist will do it.

[00:11:44] **Speaker 1** Um, is there anything else that kind of upsets you or kind of troubles you about, um, care in this facility?

[00:11:57] **Speaker 2** A lack of. I'm sorry. It's just like. I don't like I say, I don't get it. The meals often aren't hot. Might be a little warm, but cold oatmeal is not good. And if the food isn't warm, they don't taste much good either. Um, and now that they've gone to the Styrofoam or plastic, that is a little funny, um, that they serve the soup and salad in. And also desserts, often maybe two ounces before it was probably double that.

[00:12:48] **Speaker 1** Does it seem like there's a shortage of food in general?

[00:12:51] **Speaker 2** MM Not necessarily, unless Sysco doesn't have available to the to deliver. Okay.

[00:12:57] **Speaker 1** But they're just giving you smaller portions. Mm hmm. Nick was talking about, you know, just iceberg lettuce day after day. Do you have do you have issues with what they're being what they're serving you? And is it nutritious enough?

[00:13:16] **Speaker 2** No, it's not nutritious enough. Before management changed. A few months ago, they used to have treats available the evening. Don't do that anymore. And I think we should have more fruits, fresh fruits and vegetables, even like carrot sticks and celery sticks or whatever. And maybe not so many cookies. You know, people, older people sitting around like this may have problems with constipation or something, but we don't get prunes or prune juice, which is I've always heard was one thing to start with. They just recently laid down some nice thick scatter rugs coming into the building. And a long time ago I was told that that's a safety hazard for seniors. And, you know, and some of them have walkers or wheelchairs. They have a hard time getting over that.

[00:14:31] **Speaker 1** What else?

[00:14:32] **Unidentified** That you were over.

[00:14:39] **Speaker 2** Yeah.

[00:14:39] **Speaker 1** Yeah, definitely. Did you notice this since you moved in? Yes.

[00:14:48] **Speaker 2** What of the. No, I guess she's a dining room person. Comes in like 4:00 and pours milk. But we don't start eating until at least 5:00 or after two. That just makes me squeamish that all the bacteria that will be forming in that glass of milk. Uh, sorry. And recently they started the people could have their meals delivered to their room. They're going to have a $5 charge. And for each meal, really not for the food, but because of the needing it to be delivered.

[00:15:39] **Speaker 1** Does anybody get special meals? Do they have. Does any do any clients have special diets or does everyone get the exact same thing?

[00:15:49] **Speaker 2** Well, you have a choice for lunch, for supper. It's both. The cook recently said it's just going to be a sandwich and soup. Well, it turns out it's half a sandwich and. Oftentimes there isn't any dessert with that might be chips or something, but. I don't know. And, you know, there are quite a few guys in there. And usually men like to eat more.

[00:16:24] **Speaker 1** Dick was talking about noticing that some people were going long periods of time without care, despite calling for it. Have you have you seen that?

[00:16:36] **Speaker 2** Oh, yes. One line lady, uh, usually sits in the same place. She needs to go out for dialysis three days a week. Uh, she busses and busses, and someone may not show up for half an hour or more, and she's worried about being late for her appointment.

[00:17:02] **Speaker 1** That sounds scary.

[00:17:03] **Speaker 2** Oh, yes, it is scary, because she can't necessarily hurry because somebody has to lead her to the bus or to to a room.

[00:17:16] **Speaker 1** Does that mean if someone is in an emergency situation, if they call for help, it could take a half hour or more or more. Like if someone was in a life threatening situation, does that mean is there a separate button for like this is an emergency or there's just one call button.

[00:17:35] **Speaker 2** Just one call button and only thing we talked about it just I think after the weekend, because there was one day when no one was here and things were happening. There's people here that are practically on their deathbed and, you know, what do we do? Only thing we can do is call 911. You know, that's very scary. And sometimes I think it depends on who the people are as to what kind of service they get.

[00:18:08] **Speaker 1** Like they're being treated differently.

[00:18:10] **Speaker 2** Oh, definitely. Yeah.

[00:18:12] **Speaker 1** Because of bad relations with the staff.

[00:18:15] **Speaker 2** Right. I take too much time or who knows what.

[00:18:22] **Speaker 1** Do you have a rapport with any staff members, or is that kind of difficult?

[00:18:31] **Speaker 2** Not really. I often had. Time with the activity director, but she's going back to college now so she don't have much time for us. But, um. Yeah, I would like to do some baking myself and, um, you know, people might enjoy it. I would enjoy it. I like pies and desserts that we don't get. So.

[00:19:01] **Speaker 1** So if this doesn't feel like a home community, what what does it feel like?

[00:19:08] **Speaker 2** I don't think I've ever been in this situation before for, you know, living. I don't know.

[00:19:18] **Speaker 1** Do you think sometimes you feel like because of your age, you're not listened to?

[00:19:27] **Speaker 2** Yes. Yeah.

[00:19:30] **Speaker 1** Particularly here.

[00:19:33] **Speaker 2** Yes. It's these aides and assistants are in their twenties, I would expect. You know, and I don't think they particularly enjoy or like being around us older people that need or make demands. You know, and if they're uncomfortable with that, they shouldn't be in this kind of work.

[00:20:03] **Speaker 1** So you are looking for someplace else?

[00:20:06] **Speaker 2** Yes. In fact, they're evicting me. The notice said that they didn't. Oh, they need the room because it's a medicaid room. And I'm not really satisfied with that because they don't say anything, because there are other Medicaid rooms available. And so I think that's because I was doing too much.

[00:20:31] **Speaker 1** Like saying too much or helping out.

[00:20:34] **Speaker 2** Helping out too much, helping out families, because that's not my job. I might fall. Yeah, anybody might.

[00:20:46] **Speaker 1** So they said they need your room because it's a medicaid room. Right. Interesting. That means you have an eviction on your record.

[00:20:55] **Speaker 2** Probably.

[00:20:56] **Speaker 1** Are you worried about that?

[00:20:58] **Speaker 2** No. Sorry. No. I expect it probably happens to people elsewhere.

[00:21:05] **Speaker 1** Okay. And where do you want to move to?

[00:21:09] **Speaker 2** Um. Tall grass in Sun Prairie. Ah, well, I've been around looking at quite a few. I can't think of the other one.

[00:21:24] **Speaker 1** Are you looking for another assisted living facility or something? Where you can be independent.

[00:21:30] **Speaker 2** More independent. Mhm. Because I was having therapies with, uh, physical and speech and occupational and they finally said, you don't really need this. You could live on your own. Okay. So that's what I hope to do. Okay.

[00:21:55] **Speaker 1** Um, were you because you were originally here from an accident? Were you paying out of pocket to live here?

[00:22:05] **Speaker 2** You know, I've had Medicare for a long time.

[00:22:09] **Speaker 1** Um, and so you're feeling comfortable going back to living on your own?

[00:22:15] **Speaker 2** Yes.

[00:22:16] **Speaker 1** Looking forward.

[00:22:17] **Speaker 2** To it. Yes, definitely.

[00:22:21] **Speaker 1** Um, what do you think? You'll recall the most kind of looking back at this time, living here.

[00:22:29] **Speaker 2** Uh, anyone coming in need to talk with current residents and know what they're looking for and what they don't. What they aren't comfortable with.

[00:22:47] **Speaker 1** To get a true sense of what it's like to live there. How soon do you have to be out?

[00:22:55] **Speaker 2** Uh, supposedly by the end of October.

[00:23:00] **Speaker 1** Are you nervous about that?

[00:23:01] **Speaker 2** Oh, yes. Okay. Yeah. When I leave, sometimes I'm afraid when I go back, all my furniture is going to be out of my room. And you know. Then what?

[00:23:11] **Speaker 1** Do you have communication at all with the, um, leadership that works here? Um, are they good at communicating?

[00:23:19] **Speaker 2** Well, they tell me, but they don't necessarily listen to anything I might say. I sort of give up on all that.

[00:23:31] **Speaker 1** Sounds like like they were saying it's stressful.

[00:23:34] **Speaker 2** It is. Mhm. But I think, you know, there's other people that have it more difficult than I do so. Yes, they do.

[00:23:47] **Speaker 1** Is there anything else that you can think of that you want to add? As I see you took notes, Is there anything that you want to share that I might not have thought to ask you about?

[00:23:58] **Speaker 2** I don't think so. Okay.

[00:24:07] **Speaker 1** Um, in that case, I'm still going to. If it's okay, take down your contact information.

[00:24:13] **Speaker 2** Okay.

[00:24:15] **Speaker 1** And I can give you mine as well. So if you think of anything that you forgot. Okay. Feel free to email me or give me a call. Um, so can you spell your last name for Meghan?

[00:24:26] **Speaker 2** 0rs, b, o, r, and e. Okay.

[00:24:32] **Speaker 1** And a good phone number.

[00:24:34] **Speaker 2** Six or 82839853.

[00:24:41] **Speaker 1** And do you prefer calling or do you do email? Email emails can.

[00:24:45] **Speaker 2** Have j k. Last name.

[00:24:48] **Speaker 1** J. K. Mm hmm.

[00:24:50] **Speaker 2** Was born. 64 at G.M..

[00:24:58] **Speaker 1** Okay. And do you want me to drop mine down there? I forgot my cards. I usually have them in my camera bag.

[00:25:06] **Speaker 2** Oh, but we had.

[00:25:08] **Speaker 1** A more professional cameraman here today.

[00:25:10] **Speaker 2** Oh.