



Parent Letter

March 2016

Dear Parent(s) and Guardian(s),

I hope this letter finds you well. We are all enjoying the warmer weather that we have been experiencing and we are we welcome spring. Our geese have returned to campus and we anticipate that they will be laying eggs soon. As many of you know, they get quite territorial after the eggs have been laid. We hope they do this somewhere other than the main entrance of the Hyde Center this year.

As you are all well aware, we are experiencing a staffing shortage at the Marklund Geneva and Bloomingdale campuses. This is not only an issue that is affecting our organization, but something that is affecting most providers nationwide. Our Human Resources Department has been working tirelessly to develop ways to ensure that we are competitive within the market. Upon recent study, it has been determined that there are approximately 600 CNAs in our area, but there are over 4,000 jobs available to them.

We began to notice the shortage of CNAs roughly six months ago. We were having difficulty filling our 3 p.m. and 11 p.m. positions. In an effort to combat this issue, we introduced shift differentials (an increase in hourly wages) for these shifts, however we were unsuccessful in filling the vacancies.

In an effort to mitigate our open positions and to offer a shift that most healthcare providers already offered, we rolled out the 12-hour shift schedules to all of the homes effective mid-January. While we eliminated the three-day schedules throughout campus, we provided people with the ability to accrue and use PTO. Marklund values its employees and we understand that our employees need time off to attend to their families, go on vacations, and have sick time, when needed. The elimination of the three-day schedules also reduced people's shifts from 16 hours to 12 hours.

At this time, we are noticing a positive outcome in that the 12-hour shifts appear to be of interest to many CNAs. They enjoy the shorter work week and it creates an environment to spend more time with their families, attend school, etc. Many of you have asked what the coverage levels look like for the homes. Below, please find an explanation of the staffing levels provided during the week and on the weekends.

Monday through Friday:

1 (7 a.m. - 3 p.m.) CNA

1 (3-11 p.m.) CNA

2 (7 a.m. - 7 p.m.) CNAs

2 (7 p.m. - 7 a.m.) CNAs

In addition, each home has a QIDP that works from 11 a.m. to 7 p.m. and a TAA that works from 8 a.m. to 8 p.m.

As always, 24-hour nursing staff is provided in each home.

Saturday and Sunday:

3 (7 a.m. - 7 p.m.) CNAs

2 (7 p.m. - 7 a.m.) CNAs

We also have TAAs on campus during this time that work from 8 a.m. to 8 p.m. and we have a Q-of-the-Day assigned to the campus.

As always, 24-hour nursing staff is provided in each home.

When we are short a CNA, our first attempt to provide adequate coverage is to reassign a TAA to the floor. These staff are trained to perform all duties of a CNA. While this is not ideal practice, it is something that must be done in order to maintain adequate supervision and staffing in all of the homes. When this happens, offsite activities are generally suspended. Activities are made up during the week, or when adequate staffing permits. All reasonable efforts are made to ensure that our clients are able to attend activities of their preference. As I stated, pulling staff from activities is never an ideal situation, but it is the reality in ensuring that we provide the Marklund standard of care to each and every one of our clients.

We are dedicated to resolving this issue. At this time we are offering our staff referral bonuses, and we are issuing sign-on bonuses organization wide. If you have any questions or concerns in regard to this matter, please contact me.

Campus Updates:

It is with a heavy heart that I announce the passing of our beloved Alyssa G. from MTH last week. Alyssa was only with us for a few short years, but she quickly stole the hearts of anyone she encountered. Alyssa will be deeply missed by all of her housemates and the staff. Her funeral and memorial services are scheduled to take place this week. We will be hosting an on campus memorial service this Thursday at 1:30 p.m. at the Hyde Center. All are welcome to join us in celebrating Alyssa's life.

Upcoming Events:

- April 29, 2016 - Arbor Day Celebration at 11:00 a.m.
- May 26, 2016 – Marklund's 34th Annual Golf Outing
- June 11, 2016 – Summer Games, Geneva
- Sept. 17, 2016 – Marklund's 6th Annual Pancake Breakfast
- Oct. 23, 2016 – Marklund's 4th Annual Run, Walk & Roll

We always have exciting events taking place. Please notify us if you are interested in participating in any activities we have to offer.

Important Information:

Attached to this letter is information about new monitoring legislature released by IDPH. I have also attached a question and answer form for your review. Please let me know if you have any questions.

Sincerely,

Rachelle Jewison,

Administrator of Marklund Hyde Center and Community-Based Services

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