

PUBLIC COMMENTS

HB 3961

HOUSE COMMITTEE ON HUMAN SERVICES

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Hearing Date: April 6, 2021 8:00 AM

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Brian Robbins, VP and COO  
Buckner Retirement Services, Inc  
Austin, TX

Buckner Retirement Services appreciates the desire for making this available to customers. However, there is already a requirement to post within the community and provide at admission. There is no benefit to adding an additional regulation regarding something which is addressed already. Efforts might be better spent in petitioning the State for marketing campaign/PR \$'s to promote awareness and services to seniors versus requiring facilities to post on our websites or other marketing materials. With their own campaign, they can control the message/content etc.

Abraham Mathew, Dr.  
Buckner Retirement Services  
Houston, TX

Dear Chairman  
Opposing HB 3961  
All Nursing homes do post this info in their facilities as well as on the admission documents. This is redundant and we oppose this bill. Please speak to the actual nursing home administrators for their opinions to be heard and why this bill should be opposed.

Cheryl Johnson, Director of Healthcare Services  
Buckner Retirement Services  
Austin, TX

We are already posting this and reporting weekly. This is repetitive.

Lisa Hayes, MLO  
Houston-Galveston Area Agency on Aging/Long-term Care Ombudsman Program  
Houston, TX

As a managing local ombudsman, many legislative staff (record number of lege inquiries this year on nursing homes and assisted livings) and ombudsman programs have known throughout the pandemic, our required ombudsman posters within facilities were not visible by residents restricted to their rooms or family members not allowed in. Families were unaware of advocacy services available to residents and understandably few know what the word "ombudsman" means.

Even once the COVID-19 pandemic is over there will still be a need for such a measure as facilities being on quarantine during flu and other communicable diseases happen every year and many residents have family who do not live nearby where regular visits within the facility are possible. When there is an issue at a facility, residents and families will often turn to the facilities website to see what devices they were promised and for corporate contacts.

Part of the role of the ombudsman is to try to resolve conflicts before formal complaints for investigation by informing residents

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of their rights and serving as their voice by accompanying residents and families in meetings with the facility.

Rashmi Shah

Volunteer Ombudsman Fort Bend County - Improving Quality of Life of Nursing Home Patients

Sugar Land, TX

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Part of the role of the ombudsman is to try to resolve conflicts before formal complaints for investigation by informing residents of their rights and serving as their voice by accompanying resident