

Regarding the unfunded minimum staffing mandate:

I'm a volunteer at Cherry Hill Manor. I began my nursing home education in 2005 when an elderly friend became a resident there for 7 years. I was her POA and was there for her every day after work.

My Mom became a resident for four years, passing in 2017. I was retired at that time and visited daily.

My main interest as a volunteer is taking photos at events and visiting with residents, especially those that have no family.

I've observed a lot in my 20 years at The Hill. Everyone pitches in. It's not just CNA's and nurses. Even our administrator pitches in whenever and wherever needed. Cherry Hill Manor is a family, and as a family, we take care of each other.

If a residents call light is on and someone from housekeeping, laundry, maintenance, etc. is going by the room, they'll stop in to see what the resident needs. Sometimes it could be something as simple as picking something up for them that they dropped. If they need a CNA or a nurse, the person passing by will relay the message.

On my Mom's bad days, she would refuse to take her medications. One of the floor washers that Mom had taken a liking to, if in the vicinity, would come in and get her to take her meds. The nurses definitely appreciated that and would even hunt him down at times.

Just counting CNA's and nurses for minimum staffing doesn't come close to telling the story of the care given at our facility.

**Kat Donahue, Volunteer
Cherry Hill Manor Nursing & Rehab Center**