

VISITING NURSE SERVICE OF NEW

Moderator: ALLISON HANCU

November 11, 2021

5:40 pm CT

Coordinator: Welcome everyone to Ask Partner SVP Call and thank you for standing by. At this time all participants are in listen-only mode until the question and answer session of today's conference. At that time to ask a question please press Star followed by the number 1 on your phone and records in when prompted. Today's call is being recorded. If you have any objections you may disconnect at this point. Now I'll turn the meeting over to your host, James Rolla. You may begin.

James Rolla: Thank you, (Tom), and good evening everyone. I'm so glad to have this time to spend with you today, tonight this evening. Hopefully in the next hour we'll be able to - you'll be able to get some new information hear some new things that are happening and have the opportunity to be able to ask any questions that you may have that we can help answer.

On the call with me today are some of my - some of the leadership team. We have Lorraine Earle, we have (Kenya Dilegie) and Rosa Marcus. I know many of you probably know Rosa Marcus from - if you've been participating in the support calls but also Rosa is usually your go to for problem resolution and anything that you need from the organization.

So I'm thrilled to be here with you. I understand we had about 22 people on the line and I think that's a really good number. We keep getting more and more participation so I hope that you find this call meaningful and valuable because it's very, very meaningful to me.

And so I know, and I'm going to say something that I say very often but it's something that I want to always say to you, is I know how hard you work. I appreciate how hard you work. I appreciate how you've been dedicated every day to your patients and the organization and that you have been out there since the beginning of all of this pandemic and you continue to still amaze and inspire us every day with the hard work that you do.

And so I want you to know that we appreciate it, we recognize it and we value you. And I know that you can work anywhere you want and the goal of this call and all of the other initiatives that we're putting forth are to make sure that you still want to continue to work here because we know that you have options and we want to make your experience here a good one.

So I encourage you when we get to the question and answer session to please share your thoughts, your ideas and your suggestions. This is more a meeting for you than it is for me. And so I want to make sure that you have the opportunity to share your concerns.

All right, so just a couple of things that I want to make sure that you - I know you've been getting flooded and probably inundated with messages. I feel like you are on information overload because we have a lot of information to share with you. And I appreciate all of your patience and bearing with us especially as we've been still in a remote phase of working.

The only way that we really get to communicate with you is through email, and through text and through phone. I'm really anxious, and the day is coming really soon, that we're going to be face to face again in the office. And so I'm very excited and hopeful about welcoming everybody back into the office very, very soon.

So we'll keep you posted on that. But you have been getting, I hope you've been getting the communications, there's a couple that have gone out. One is about the next phase of our home health aide exchange conversion meaning the system that you use to call in and call out your attendance and to enter your tasks on the plan of care is switching.

And there may be some of you on this line have already, on this call sorry, have already begun the transition and we are phasing it in in small groups. This coming Saturday is going to be the third phase of the transition. And it's a big one, bigger than the previous ones.

So if you are going to be impacted you will have received the message already about that. A couple of ways that's been communicated to but we're also making phone calls. Hopefully we'll be able to get all of those phone calls done before Saturday.

But if any of you have questions about that when we get to the second part of the program please feel free to ask your questions about that. And so it will involve you calling a different number than you are typically used to calling.

So please make sure that you check your communications. Rosa, what - how did they go out it went email, it went text and...

Rosa Marcus: Text:

James Rolla: ...did it go through Care Connect? Yes.

Rosa Marcus: Yes. Also Care Connect. All three ways.

James Rolla: Okay, great. So check one of those, Care Connect, email or you text on your phone for that communication about the change that's coming this Saturday. If you are not, you didn't get it then you're not - then it doesn't apply to you, okay?

Then there's another communication that has gone out about I know that you've received many, many, many communications about the vaccine probably too many but it was a really important and very serious issue that we needed to make sure that we've addressed and that is that you've received one dose. And now hopefully soon you're due and you should be very soon due if you haven't already received your second dose, so your second dose of the COVID-19 vaccination.

And so just as a reminder in order to be able to continue working you must be vaccinated against COVID-19. And you must have two, up to two doses of the Moderna vaccine, or the Pfizer or one dose of Johnson & Johnson.

If you don't have your second dose yet then you should be coming up soon for it. And if you've already gotten your second dose and you're getting a communication from us but we don't have it please just send it. And there's instructions that have been sent out about how to send in your second dose of the vaccine.

There are no exemptions to the vaccine mandate, I'm sure that, you know, other than the medical exemption. And if you have a medical exemption that

is approved or you are planning to submit a medical exemption for approval there's no guarantee that it'll be approved but it will be reviewed and you'll hear about that if that's what you already have in process.

But again nobody can be working without being vaccinated. And I know that that may sound harsh to some and it's a very difficult decision to have to make but we don't have a choice. And it's important that you understand that this is not something that Partners in Care has mandated.

This is - there's a federal mandate. The city has mandated it, the federal government has mandated it and I'm sure you've seen lots of communication about that. So we do understand that it's not necessarily something that everybody wanted but we don't have a choice.

So I appreciate your compliance and your understanding. And most importantly you have taken a big step and a very important step towards protecting yourself, your family, your community and your patients. So I want to applaud everyone who has stepped up and gotten the vaccine and I'm hoping that everybody continues to stay safe.

All right, so just one more thing that I think I want - one more thing that I'm going to say and then I'm going to open it up to my colleagues to see if there's anything that they want to remind you about or talk about.

So one of the biggest biggest areas which I know there's been - is often the topic of many different calls and is probably one of our most important challenges of - and yours is ensuring that your care plan, the tasks that you do every day for your patients, when you document those that it's documented according to the plan of care that the nurse has written and left in the home for you to use.

So I know that sometimes, and I've heard this often, I hear this all the time that the care plan is not in the home. And we are working very, very hard to ensure that care plans are always in the home.

If they're not then I know you all know what to do, but I'll say it again, if there's no care plan in the home you need to call the office, call your supervisor and let them know that there's no care plan in the home. Because if there's no care plan in the home then how are you supposed to check off the duties, and the tasks, and the things that you perform when you're there, right? So I - we understand that. So you must have a care plan in the home and if you don't you need to call the office and tell the supervisor.

But if there's - now when there is a care plan in the home you have to make sure it's really, really, really important, it's probably one of the most important things you're going to do, is make sure that you're checking off things that are on the care plan and you're not checking things off that are not on the care plan. You have to make sure that you are doing what is on the care plan.

Now that doesn't mean you check off everything you check off what you did, right? You want it - we want to make sure that you check off all of the things that you actually performed. And if there were things that are on the care plan that you didn't perform then you would want, and the patient doesn't want you to, then you document that accordingly.

You say the patient refused. You document the patient refused, right?
(Kenya), am I right on this? I'm saying the right things so far, right?

(Kenya Dilegie): Yes, you're saying...

James Rolla: Okay.

(Kenya Dilegie): ...everything correctly.

James Rolla: Okay. So I have to check myself. So the - we want to make sure that if there are tasks that the patient is asking you to do that are not on the care plan that you don't do them you call the office and you let them know my patient wants me to do something that's not on the care plan.

So it's really, really important that they - that you - that those - that the care plan in the home is - you are following that and you're documenting what is on the care plan, okay? And if there's any changes, and there's any differences, and there's things that you don't - that you either are being asked to do that aren't on the care plan or you're being asked - or you're not checking on things that you're supposed to be doing you need to call the office, okay?

I know I said a lot. And I know it's really like feels like a lot of information but this is really one of the most important things that you do when you are in the home in terms of compliance with regulation and things that we have to show that we've done as an organization and that we've done in terms of how we care for the patient.

So it's really, really important. And if you have any difficulties with how to complete that or what to do with that please call the office. Okay. (Kenya), I didn't screw that up. So is there anything else that I didn't mention or anything else you want to mention with respect to education or in service?

(Kenya Dilegie): Sure. So you did not. You said it exactly correctly. I think the one thing to remind everybody is depending on the system once you go into HHA exchange the code that you use in order to say patient refusal is star. So it is

the star will indicate that the patient refused or you did not perform that particular task.

Regarding education and in service we are around 83% compliant with in service. And as a very quick reminder all of our service is online, VH Care Connect. If you have any issue logging and completing your in service certainly contact us I will provide an email address so you can shoot us as email and we'll get back to you as - within the day.

That email is paredu@vnsny.org, P-A-R-E-D-U@vnsny.org. Just let us know what the issues are and include your ID number and we'll get back to you. I think that's it for now. Thank you.

James Rolla: Thank you (Kenya). Lorraine, is there anything that you - that I didn't cover or that you want to cover?

Lorraine Earle: Thank you Jim. So I always like to remind is thank you so much for reminding all the aides and thanking them for taking the vaccine. We know it's so important because it's protecting the - they're protecting themselves, they're protecting their family members and they're protecting their patients also. So that's nice.

I mean we have a very good number. And so I would like to say thank you to all the aides who took the vaccine and still continuing to work.

And in addition to that I would just like to say we always have work. I never like to hear a report that we do not have work. We do have work. We have a unit that's responsible for placing all the new cases and that's the placement team.

And you can reach them by the telephone number 212-609-4442 extension 5. I'll say that again, telephone number 212-609-4442, extension 5. And you can always call that number and there will be someone there ready to answer you to give you work. If not you can go via Care Connect.

What we would like you to know there's always work we just ask you to be a bit more flexible because the hours are not always very large hours. They might be two or three hour cases. We try our best to cluster them together. But just to remind you there's always work.

So that's the number you have and just feel free to call. And having work we would always like to ensure that you get paid. And this is some of the difficulties we have at times because we find that it's now always clock in and out in a timely manner. And this is something we need to get very compliant with.

So having worked we would like you to get paid. So just remember as you arrive at your patient's home it's very important that you clock in when you get there and when you ready to leave you clock in and with your task also.

So that's the two reminders I would like to give tonight because I want you to get work. And also I want you to get paid. Thank you.

James Rolla: Thank you Lorraine. Very well said. I want to add one thing about - Rosa, sorry, Rosa anything that you want to cover?

Rosa Marcus: I just want to say thank you to everybody and especially for joining this call. This is a very important call for Jim and for us to have you here and and give us your updates and ask your questions. So feel free to put in your questions at the end. Thank you.

James Rolla: Great, thanks Rosa. And as a reminder, to something that Lorraine mentioned, we have plenty of work, right? Lorraine said it really well, I'll say again, there's no shortage of work.

I know that the work that we have may not be ideal and we are working on some things to make, you know, the short hour cases a little bit more appealing or more attractive to you. So there'll be more to come on that.

But I want you to know that we have increased the refer a friend bonus. And so if you send any of your friends to Partners in Care and they both join, sign up with the organization and work there's a increase - it's a \$500 bonus for everybody that you send to us that works, that works for us.

So not - that's pretty nice money. And I'm sure you have a lot of friends. So any friend that you want to send our way you will get that nice reward. So I would encourage you to do that. And they don't even have to be your friend I guess maybe if you see somebody on the bus, you see somebody on the train and you say, "Hey I work for Partners in Care."

Hopefully you'll say they're a really great agency why don't you come and join? Tell them I sent you. You will get that bonus. So I hope that you will do that because there's no greater compliment to us and no better way to say that your experience here is a good one than to send somebody to us.

So with that I think I will now turn it over to you because we are eager and excited to hear your questions, comments, suggestions and ideas. So (Tom), would you open the line?

Coordinator: Certainly, thank you speakers. To all participants we will now begin the question and answer session for today's call. If you would like to ask your question you may press Star followed by the number 1. Again, please press Star followed by number 1 and record your name clearly when prompted. Your name will be required to introduce your question. To cancel your request you may press Star followed by the number 2. One moment please for our incoming questions. As of the moment we...

((Crosstalk))

Coordinator: ...are showing no questions. My apologies.

James Rolla: All right. All right, don't be shy.

Coordinator: Again to all participants you may press Star followed by the number 1 and records name clearly when prompted. To cancel you may press Star followed by the number 2. One moment please. Thank you for waiting speakers. As of the moment we are still showing no questions.

James Rolla: All right, (Tom), how many participants are on the line?

Coordinator: As of the moment speakers we are showing 30 participants.

James Rolla: Wow, 30 people, 30 people somebody must have a question or a comment. Don't be shy you can ask whatever you want.

And while I'm going to - I know that somebody is going to step up and have a question because you must have a question. If - I will say that we had one question in advance of this call and I'm just going to get the answer to that.

So I know it was related to - somebody had a question about their new to the organization. So welcome. We're glad you're here. And I think they had a situation where they did not get paid for the travel time in between cases.

And we did identify a system issue which we rectified and that has been added to your paycheck for the next pay period. So we will ensure that - I don't want to tell you that it's never going to happen again because that, you know, that would then make me a liar if it did. But we are going to ensure that we have every - that we resolved the situation.

Coordinator: Excuse me speakers we are showing questions. Our first question...

James Rolla: Okay.

Coordinator: ...comes from (Lanita). Your line is now open.

(Lanita): Good evening. I just want to say thank you for the training and for the weekly like check in like to - this opportunity to just share just to get updated on what's going on. And so I just really wanted to say thank you.

The training has been excellent and they pay on time and I appreciate that. I will like for the supervisors to be a little more, let's see, a little less abrasive.

James Rolla: Okay.

(Lanita): And like if you have a question and sometimes they take it person I think when you're just trying to explain the situation. And I know I'm a talker so maybe sometimes I may wear people out.

But I have really enjoyed working with Partners in Care and I've been just doing four hour cases for now but it really - it sounds like a little bit but, you know, like when you do those four hours on a Saturday or on a Sunday it's like seven, eight hours.

And so - and it's not real hard work. Sometimes you have rough people but that's the opportunity to just love more people especially during the times that we're in.

So thank you for all the updates. Thank you to the facilitator that comes along and gives us this opportunity to share. And to everyone on the line. Have a wonderful evening. Thank you for allowing me to share my heart.

James Rolla: Well thank you (Lanita). I really - you said things first of all that which is very kind and I'm glad that your experience has been a good one. And I want to address some of the things that you said because I, you know, I do hope - nobody should ever be abrasive.

And I am not making excuses for the supervisors because there is no excuse for somebody feeling as though they're, you know, they're not being treated, you know, kindly. All I can say is that there's a lot of pressure. Their workload is really, really high and we are working toward addressing that I mean, in an organization, from an organizational wide perspective.

We are looking at the role to try to make it so that it's more manageable and that they're able to give the attention that you need and give the attention that you deserve. And ensure that, you know, your needs are being met and that you are feeling supported.

So we recognize that, you know, that we have work to do there and we are we are addressing it. So outside of that I'm very glad that your experience has been a good one and I would encourage you to continue to participate in these calls and share your thoughts because that's how - that's what makes us get better so I appreciate that.

(Lanita): You're welcome. And I do understand that, you know, it's lost time so we all working together to stay...

James Rolla: It's rough times for everyone. Yes absolutely. And that's all we can do but...

(Lanita): Yes.

James Rolla: ...your input is really, really important and I appreciate it.

(Lanita): Thank you so much.

James Rolla: You're welcome. And thanks for stepping up and being the first one to ask a question (Lanita). You broke the ice for everybody so I knew there had to be questions.

(Lanita): Yes, there's questions. And I just I, you know, I come on because if you have the time if you take out the time to be on this line I want to show up and offer my support for the support you're giving me. So I encourage people to share. Thank you.

James Rolla: Thank you. I appreciate that. Yes, yes.

Coordinator: Thank you. Again to all participants if you'd like to ask a question or share a comment you may press Star followed by number 1 and record your name

clearly when prompted. To cancel you may press Star followed by the number 2. One moment, please.

James Rolla: I feel like everybody is really shy tonight. Maybe it's - maybe everybody is tired. It's late. Does this - okay, I'll ask the question, does this time work for people? Is this a good time? Is it a bad time? Should it be a different time?

When we first started these calls, we did them in the middle of the, not the middle of the day but towards the afternoon and the participation was low because everybody was at work which is, you know, that's understandable. So is this a better time? Is this too late? What are your thoughts on that?

Coordinator: Excuse me speakers we are showing one question. Would you like to take it?

James Rolla: Of course.

Coordinator: Thank you. Our next question comes from (Churdey). Your line is now open.

(Churdey): Hello.

James Rolla: Hi.

(Churdey): Hi, good evening. I have a question. If you were - if you last worked last week and you were told that if you do not do your vaccination by this coming Friday, which is tomorrow, and if you haven't done it but you are placed in a place for tomorrow and you're told that if you do not comply with the vaccination that tomorrow would be your last day should you not be available to work? I mean should you not be okay to work given that it would be your last day or is it okay for them to remove you from the case given that it could be your last day for tomorrow?

James Rolla: Yes, so that's a good question. And I think you might have submitted this question in advance. So...

(Churdey): I did.

James Rolla: ...you didn't? You did?

(Churdey): I did. No one answered...

James Rolla: Yes, okay. Yes, good. Okay. Yes, I'm glad that you're here. So I want to make sure that I understand. So let me say this tomorrow, after tomorrow nobody who has been - who has not been vaccinated - well so let me back up. For - there were people that that had an exemption, a religious exemption...

(Churdey): That was me.

James Rolla: ...and the religious - okay, okay. I don't - that's what I figured. So the religious exemption is no longer permitted under the law.

Well it was actually never really permitted under the law but we had a temporary stay on allowing for people to work unvaccinated under a religious exemption. And we actually went a little bit beyond like the allowable amount because we wanted people to get the opportunity to sort of process the information, and make a decision, and make a decision that they felt was right and a decision that they felt, you know, was comfortable for them.

And that decision could have either been I'm not going to get vaccinated or I'm going to get vaccinated because otherwise I can't continue to work. And so you might have been placed on a case before that...

(Churdey): No, I was placed on it after. I'm sorry to interrupt you but I was paced on that come after I was....

James Rolla: Yes.

(Churdey): ...told by my supervisor in (unintelligible) the last week...

James Rolla: Okay.

(Churdey): ...would be Friday.

James Rolla: Yes. So they...

((Crosstalk))

James Rolla: ...put you on a case for one week is that what you're saying? Meaning like they just put you on the case for one week?

(Churdey): No, I accepted a case...

James Rolla: No.

(Churdey): ...through Care Connect. Yes, I seen a case on Care Connect after I spoke with a supervisor who took me off my permanent case.

So I worked my permanent case last week. I ended it and I was getting a lot of (unintelligible) if I'm going to get the vaccination or not because my religious exemption has been...

James Rolla: Yes.

(Churdey): ...you know, has been removed or something like that.

James Rolla: Well everybody's religious exemption...

((Crosstalk))

James Rolla: Yes, yes.

(Churdey): And she said to me that next Friday will be (unintelligible). And so with that said I went and looked jobs additional to my permanent job on Care Connect and I see where I had a case. So I applied for it (unintelligible).

I, you know, I accepted it and I was given it. And, you know, it was first taken away back from me after Saturday I think. And then I called the supervisor for that case and he stated to me that was Friday would be the last day if I do not take the vaccination...

James Rolla: Yes.

(Churdey): ...and not (unintelligible) to Friday. So mind you he told me...

James Rolla: Okay.

(Churdey): ...he put me back in for the day for that case. And he did so which Tuesday or I think Wednesday. And then tomorrow will be the last day unless he call today and say...

James Rolla: Yes.

(Churdey): ...that I am removed again from like...

James Rolla: Yes.

(Churdey): ...I thought Friday would have been the last day for me to work.

James Rolla: Yes, so I know it's complicated. So he - so technically you would have been removed from the case. Aand instead of taking that second case through - that additional case through Care Connect you could have, you know, technically you would probably have stopped working the first time he took you off the case.

But since we were allowing for time for people to process and maybe reconsider and also allow for people who were also needing to be removed from their cases but you know, we don't want to interrupt the patient care. And we want to make sure that if we take somebody off a case that we have somebody to go instead, right, we would have to put somebody who's been vaccinated on the case.

He was probably just - he was giving you like an additional week to work because technically, well not technically, he was giving you that additional week to work since...

(Churdey): It's yesterday...

James Rolla: ...you know...

(Churdey): ...it's Friday....

James Rolla: Yes, yes, yes...

(Churdey): ...(unintelligible) so...

James Rolla: Oh, so just this Friday?

(Churdey): ...I'm not getting...

James Rolla: I don't know...

((Crosstalk))

James Rolla: ...I know. I can't - I don't think I can give you an answer as to why. I don't know why he would give you the case for one day. But the fact remains, and if you look at just again the mandate, nobody can work after tomorrow if you haven't been vaccinated,

(Churdey): After tomorrow right? After Tomorrow...

James Rolla: Yes, yes.

(Churdey): ...but tomorrow...

James Rolla: But oh so no. I - so okay so that's a key thing meaning...

((Crosstalk))

James Rolla: ...after tomorrow every case that has an unvaccinated person must be restaffed with a vaccinated person. However that was the - that's the deadline. If we were able to find somebody, not if, when we are able to find somebody who is

vaccinated to be on to replace somebody on that case then it would be effective then.

So it was - if - this is the replacement piece that's been happening for two weeks now like there's no more after tomorrow? But people have been removed from their case, you know, up to two weeks back - two weeks ago. So does that make sense?

((Crosstalk))

James Rolla: It's when we...

((Crosstalk))

James Rolla: Yes.

Lorraine Earle: Yes, Jim you're correct.

(Churdey): I could understand that. I just wanted for him to just, you know, not put me on it and then have you removed after...

James Rolla: Yes, yes.

(Churdey): ...(unintelligible) that's just my thing.

James Rolla: I understand.

(Churdey): And I understand. I don't have any problems, you know, I just didn't want to be preparing to go to work then not - I get a phone call that I'm not supposed to go (unintelligible).

James Rolla: I understand. But let - so are you going to work tomorrow or not? I mean is that what - he took you off the case right?

((Crosstalk))

James Rolla: You're not going?

(Churdey): That's t he thing say I wanted to go...

James Rolla: Yes...

(Churdey): ...tomorrow but I got a missed call and I heard a voicemail message I didn't speak back to him because...

James Rolla: Yes.

(Churdley): ...I'm off I wasn't going to work today. So...

James Rolla: I understand.

(Churdley): ...I (unintelligible) so I just - I don't want to show up tomorrow and there's somebody else and then, you know, I don't want to waste my day off so just stated that waste my fare to go that's what I stated...

James Rolla: I don't want you to do that either. Lorraine, is there a way to check if she's scheduled tomorrow or...

Lorraine Earle: Yes, if I can get her ID. I put...

James Rolla: Yes, can we get your ID?

(Churdey): Okay. My ID Number is 122377.

Lorraine Earle: I'll check it in a minute. I'll check it...

James Rolla: All right.

Lorraine Earle: ...out.

James Rolla: All right, yes...

Lorraine Earle: ...I mean if not I'll call her back. I'll check her telephone number...

James Rolla: Okay.

Lorraine Earle: ...and call her back. But I...

James Rolla: That's what we'll do. That's what we'll do. Just to make sure I don't want you to get and, you know, and get on the bus or whatever, you know, however you get to work I don't want you to do that if there's no assignment there for you, okay?

(Churdey): Right. And I have also another question.

James Rolla: Yes, of course.

(Churdey): What recommendation would - if it is the like I'm not supposed to be coming back to that job anymore what - who would I ask for like a recommendation? Would I speak with a supervisor, or the human resource? Which person is it...

James Rolla: Yes, so yes...

((Crosstalk))

James Rolla: ...of course. So your reference would come from, in other words you're looking for, you know, a reference if you were going to seek other employment, right?

(Churdey): And what would be written on it (unintelligible) I don't understand what would be...

James Rolla: No, the only thing that would be written on it is - yes, the only thing that would be written on it is the - we would verify the dates of employment that you worked for Partners in Care. There would be no mention of you not working because you weren't vaccinated. That's not something that we would disclose.

(Churdey): That's why I'm asking.

James Rolla: Yes, no. No, we would only verify dates of employment. That's the policy.

(Churdey): So they - so I'm saying now what for example dates and you mentioned that I cannot go back to the job what timeframe would be on it given that, for example, like say it's tomorrow that you stated that I can't...

James Rolla: Yes.

(Churdley): ...what would be the...

James Rolla: It would be the last...

((Crosstalk))

James Rolla: ...it would be - we would be verifying the first day that you worked for the agency and the last day that you worked for the agency.

(Churdley): Yes.

James Rolla: And so the last day you worked would be the last day you actually were, you know, provided patient care.

(Churdley): Okay. And what would be the statement given that I'm not...

James Rolla: There wouldn't be a statement. The policy is just we verify dates of employment only. And that would be no matter what reason you left, if you left on your own, if you left because you found another job, if you left because you didn't want to do this kind of work anymore the reference process...

((Crosstalk))

James Rolla: ...and the reference policy is the same.

((Crosstalk))

James Rolla: No, I know. I know. I know.

(Churdley): I haven't decided to leave. So what would be on this I'm asking really I don't understand?

James Rolla: It would just say that you...

(Churdley): My reason is I didn't get the vaccination. What would (unintelligible) recommendation?

James Rolla: It would have nothing to do with the vaccination it would just simply state that you worked for the agency from this period of time to this period of time. That's all. That's all that it would say. That's the company policy is...

((Crosstalk))

James Rolla: So the reason - I mean I don't want to tell you what you should say but I think the reason if you were to ask - if you were to go to another employer and they asked you why you left Partners in Care I mean you would have to say what - you would have to say the truth and you would have to say what you feel comfortable with.

But I would imagine that it would be something like, well, the organization required that I, if you felt comfortable to disclose, that the organization required that I be vaccinated. I'm not vaccinated and I'm not allowed - I wasn't able to work as a home health aide being unvaccinated. That would be - I think that would be your answer.

(Churdey): Okay. And the recommendation I'm sure would be a very good one.

James Rolla: So we don't make...

((Crosstalk))

James Rolla: ...yes we don't make - so - yes so we don't make recommendations...

((Crosstalk))

James Rolla: Yes, no it wouldn't never say something like that. What the...

((Crosstalk))

James Rolla: Okay.

(Kenya Dilegie): A quick note.

James Rolla: Sure.

(Kenya Dilegie): No all - so I know - so I think the clarification here is that in other companies you will get a recommendation that says, like some characteristic of how you work and how you are as an individual. And then it would say, you know, you're an excellent home health aide who have done this and it goes into like specifics of your work.

VNSNY Partners in Care recommendations do not go into specifics of your characteristics as an employee. It literally just says your - the timeframe that you worked for us that - and then the range. And it doesn't say one thing versus the other. It does not explain the reasons or it doesn't have any more depth than that. I hope that...

(Churdey): All right, thank you.

James Rolla: Thank you (Kenya). I'm sorry I didn't explain that as well as (Kenya) did. I'm glad you did. Thank you. I was just getting ready to say about the recommendation.

Lorraine Earle: Jim, I just want - I was able to pull up the record. And I just wanted to confirm with her that her number is 122677?

(Churdley): No, 122377.

Lorraine Earle: Three, seven, seven okay. All right, I'll definitely give you a call back.

(Churdey): All right, have a good night. Thank you for answering my questions.

James Rolla: Of course, thank you.

((Crosstalk))

Coordinator: Thank you. All right, speakers our next question comes from (Lynn). Your line is now open.

(Lynn): Hi. Good night.

James Rolla: Hi.

(Lynn): Hello.

James Rolla: Hi (Lynn).

(Lynn): Hi. I'm one of the aides that did not get vaccinated. I choose to call in and talk now because this lady the one informed me motivated me to. I think there's a bit of - lack of communication or miscommunication because I was in a similar situation like her.

And I don't think you have clarity. Someone called, his name was (Quadra). and the questions that I'm asking him he cannot answer me. So like you in this position like you don't know where you go from here whether you go forward or you go backwards.

I received the letter, I think the letter came from you, and the understanding I had in the letter is that you have until November 30. Moving on I just found out this week that you have from my supervisor just one day that they get an email saying you have until Friday in order for you to vaccinated or get the letter from the doctor.

Either - and then according to a letter I received from you the letter is there's still no guarantee that you still will continue working based on the exemption from the doctor. So it like up and down thing.

But (Quadra) a lot of questions I ask to field them and appreciate if someone could answer them today. I've been with the agency for a while. And I'd like to know how they expect this to go? How - will I be able to get my Empowered shares that they have for me?

Do I have to resign stuff like that things like that I was asking him? I didn't even know there was a deadline. If you had told me that this was - then he call okay there's a certain time where you have to be vaccinated by then. I was shocked this week when my supervisor said there's a email came out that if you don't get vaccinated by Friday which and I was already removed from my case from before, like the aid before. Because when they calling me and it's Saturday the person who spoke to me didn't even know I was working that night.

So I said to them so I mean I shouldn't go to work the tonight? They said, "Oh you have a case tonight? Hold on?" And they came back and said that I could go into work. I feel like to me that wasn't fair for me why should I go into work and I'm going to be off? You just told me I'm not vaccinated and I'm going to be out next week? So they say they're going to get a supervisor on the phone.

Anyway when the supervisor called and supervisor said so I explained to stuff like what I just said. I said, "I don't think that - I don't think I'm going into work because they already just told me, the lady told me do not go into work and I'm off of the case. So that was the end of the story. Then I received the letter from you and then the person called and he can't answer the question so the communication I find is not clear. And then it's like you don't get to talk to nobody .

Finally, there was a number in the letter and I called the lady after I spoke to my supervisor. But I was also surprised that you have until Friday or shocked, for you to get vaccinated. o I would like you to explain to me or answer my question am I - how - do I have to resign? Am I going to get the Empower change you have for me? Am I going to get my PTO? And is there a deadline for you if you change your mind if you choose to come back to the agency -- stuff like that?

James Rolla: Okay. Okay, I'm going to do my best. So the first, let me take it a little, little by little. So the first point that you made was about when the deadline was. So the deadline is Friday. And the letter that was sent by me said that.

The 30th that you may be referring to was that would be the last day that you would have health insurance coverage. So your health insurance will expire. It

will run out, it will stop on November 30. So you have health insurance till the end of the month.

But the deadline to be vaccinated is tomorrow. And the notification said that you had, you know, from then until the 15th of November, which is tomorrow no the 11th of November which is tomorrow, to be vaccinated.

And we gave that deadline, even though the - there really was no allowance for - there was no time but we gave people two weeks to be able to reconsider, to make a decision, to think about, you know, how this is going to impact their life and how this could, you know, how - what they needed to do.

And so in these past two weeks people have either been getting vaccinated or they've told us they're not going to be vaccinated. And for those that outright that are not going to be vaccinated we've we had to begin replacing them on their cases.

And even for people who said, because there was a large number of people who said, I want to think about it or I need more time the answer was okay you have until the 11th. Then, you know, if you haven't come to a decision we have no choice but to separate you from the agency meaning we cannot continue to keep you employed because it's against the law.

And so that was in that communication. And I know that there may have been a lot of dates and a lot of things and maybe it didn't read as clearly as that but that's what it was. It was tomorrow, it's always been tomorrow.

Although the government, the federal government, the city, like all of these people who made these mandates didn't give anybody a hard and fast

deadline. We just as an as an agency we wanted to give people some of the time that I just talked about.

So that's one. I think you said, (Quadra). We had people calling. We had assigned a phone bank sort of group of people to make calls to let everybody know by the way don't forget, look for communication. It's going to say you have until the 11th to get vaccinated if you haven't been and if you're not, then you can't continue to work.

And if you are not going to we're going to restaff you. We're going have to restaff the case. We're going to have to take you off the case and put somebody else on it.

And so that's what's been happening over the past two weeks. And some people got removed from the case as soon as someone who was available could restaff it and some people have been waiting until there's been a replacement.

It's not something that we could have just done in - like with the flip of a switch or just, you know, in one day. So I'll stop there for a minute. Does that make sense?

(Lynn): Yes, I understand. I respect that.

James Rolla: Oh.

(Lynn): But I'm talking to you at the same time. I know you read the letter I got from you. And there's nothing in this letter talk about the 11th, nothing. And the person who called (Quadra) he didn't give me a date. He called two times ask me...

James Rolla: Yes.

(Lynn): And he never give a date. I just found that out this week Tuesday about my supervisor that they get a email I think from Friday. I just went over the whole letter explaining it with you talking on the phone.

James Rolla: Okay.

(Lynn): They say that 96% of the aids vaccinated and stuff like that.

James Rolla: Right. Okay, so you - yes you're right there wasn't a - we didn't put the 11th in there because it was really - it was - we were giving people two weeks but it could have been sooner than two weeks. So you're right, yes.

(Lynn): Okay.

James Rolla: But I mean I think the - I think that the outcome still remains the same is that we don't have a choice but to require everybody be vaccinated. And unfortunately we cannot grant the religious exemption like we originally - like that was originally allowed.

They took that away and then we had no choice but to have to make a quick decision. And the fact remains that we still wanted people to have the time, even though we didn't really have to do that, we wanted people to have the time to make a good decision and the decision that was right for them.

And so I mean whether it was - whether you were told about Friday or, meaning Friday the 11th, or whether you were just told to get it and that would be the only way that you would be able to continue to get working the

outcome is still the same. If you don't want to get it and you're not willing to get it then we can't continue to work people who don't want to...

(Lynn): No, I understand that and I respect...

James Rolla: Yes.

(Lynn): ...you all decision I expect...

James Rolla: Yes.

(Lynn): ...you respect my decision. But you only...

James Rolla: I do.

((Crosstalk))

James Rolla: I absolutely do yes.

(Lynn): ...is about the exemption from the doctor because I told my supervisor that I already...

James Rolla: Oh okay.

(Lynn): ...had prior appointment for Tuesday. So there is no way I could even if I go that route because I...

James Rolla: So let me...

((Crosstalk))

James Rolla: Yes.

(Lynn): I'm sorry.

James Rolla: Okay.

(Lynn): You can go on.

James Rolla: Yes, no I'm sorry. I didn't mean to cut you off. I didn't get to that part of your question. So that - you had some more questions and I wanted to address those about the medical exemption.

If you are getting a medical exemption or you're trying to get a medical exemption and you have to see your doctor I completely understand that and we - that's fine. You can do that. What the letter should say, I think it may have said if somebody told you, you can - there's not a guarantee that a medical exemption will be granted.

Those have to be reviewed and they're very clear - pretty - very clear about what is an allowable medical exemption and what is not. And so if you decide and go to your doctor or you decide you want to pursue a medical exemption then as soon as you go and it - get it and get something from your doctor submitted to the agency.

Even after tomorrow don't - like tomorrow will come and go. If it's next week and you get a medical exemption submitted to the agency the agency will review it. And if it's granted then you can come back to work and we'll put you back on a case. It's as simple as that.

If you should decide in two weeks from now that you want to get, I'm just saying and I'm saying this only to make an example not because I think that you should change your mind, I'm saying if you decide that you want to get the vaccine and you go and get your dose - your first dose of the vaccine call the agency, say, "I just got a vaccine I just got my first dose of vaccination" and you can go back to work.

So if you leave the agency tomorrow you don't have to leave forever. We would welcome you back under those two examples either you have a medical exemption that's been granted and approved or you got the vaccine. And you can do that at any time you want no - you're always welcome back.

(Lynn): Now I heard you.

James Rolla: Is that - okay.

(Lynn): Yes, I heard you . Just that, you know, is right.

James Rolla: Okay. You don't...

(Lynn): I just - my problem with that my question was that because that okay you're putting so much years and that happened and I choose to come back next week do you lose the year you put in...

James Rolla: No.

(Lynn): ...(unintelligible)...

James Rolla: No.

(Lynn): ...that's what I want to know.

James Rolla: No.

(Lynn): I mean...

James Rolla: No. Okay, the answer is no.

(Lynn): Answer that question either?

James Rolla: Yes, well I will the answer is no. If you leave and you come back within 30 days you will not lose anything. If you come back at six months from now then you would probably be starting from...

(Lynn): Okay, all right.

James Rolla: ...one okay?

(Lynn): Okay, yes.

James Rolla: All right, so I hope whatever you do and whatever you decide it's right for you. But I want you to know that we would love to have you back.

(Lynn): But you did not answer the question concerning...

James Rolla: Oh, I didn't? I'm sorry which one?

(Lynn): ...my Empower money if I decide to do not come back to the agency and do I get...

James Rolla: You'll get every...

(Lynn): ...(unintelligible) how does that work?

James Rolla: Yes, you're going to get it. You'll get a letter and it'll give you instructions about the separation process. And whatever PTO you have you will - it will be paid to you. You will be - you will get whatever you're entitled to.

(Lynn): Okay. All right, because I was just concerned the Empower money and how whatever else works. But...

James Rolla: Yes...

((Crosstalk))

(Lynn): ...I respect your decision and I'm just going to decide on my decision, but I know it's not in your control. But you know what I mean at the end of the day this is what we did so...

James Rolla: I understand. And I respect your decision whatever it is.

(Lynn): All right, thank you so much...

James Rolla: Okay.

((Crosstalk))

James Rolla: All right, you're welcome.

Coordinator: Thank you. As of the moment speakers we are showing no further questions.

James Rolla: Okay. Well, I think we're right on time. I appreciate all of this and all of your questions. And I appreciate your openness and I appreciate you being here.

And so I wish you all the best for those of you that have decided that you will move on. And like I said if you decide at any time to come back you are always welcome back, okay? So I hope that whatever decision you make is right for you.

And with that I wish you all a good night and I'm looking forward to our next call. And if you have any questions, comments or concerns you don't have to wait for a call like this to share them please reach out - Rosa where's the contact information? Remind everybody how they can get messages and info to us.

Rosa Marcus: Sure. You can email hha@vnsny.org and the email will be forwarded to us and we will get it, okay? Thanks.

James Rolla: Great.

Rosa Marcus: And again I don't want - I always give my phone number so please my name is Rosa. And you call me at 212-609-7590. Thank you. Have a good night.

James Rolla: All right, thank you everybody. Good night.

Coordinator: Thank you. And that concludes today's conference. Thank you for your participation. You may now disconnect.

END