

SAN RAFAEL HEALTHCARE AND WELLNESS CENTER

ADMINISTRATOR IS DRIVING OUT GOOD NURSING STAFF

San Rafael Healthcare and Wellness Center Administrator Abby Ma is eliminating set weekly schedules for all Certified Nursing Assistants starting February 1. Kitchen and housekeeping staff are also expected to lose their set weekly schedules as well.

We need set, normal schedules because most of us have second jobs, kids to take care of, and other commitments. Abby repeatedly promised to protect our schedules, but she broke that promise, forcing many experienced caregivers to look for work elsewhere.

We are also concerned that the departure of experienced caregivers will worsen the problem of short staffing. We have already lodged many complaints about short staffing and its impacts on the care residents receive, but clearly Abby Ma cares more about the budget than she does about our residents.

If you are concerned about how this change will affect your care or the care of a loved one, please contact Administrator Abby Ma's boss, Rockport CEO Michael Wasserman, at (323) 330-6505.

You can also contact the organizations below about this or any other concerns about resident care:

California Department of Public Health: (916) 552-8700

Marin County Long-term Care Ombudsman Coordinator:
(415) 473-7446 (main line)
or (415) 473-7163 (direct line).

National Union of Healthcare Workers, which represents San Rafael Healthcare and Wellness Center workers: (510) 834-2009.



“I’m so disappointed that Abby lied to us. I need the paychecks from both my jobs, and I won’t be able to keep both jobs if my schedule changes every week. I care about my patients and I don’t want to abandon them, but I feel I don’t have any other option but to leave.”

— *Olga Espinoza,*
Nursing Assistant,
9 years