

To Whom it may Concern,

I and many other Residents at Hawaii Kai Retirement Community on the independent side have a serious concern for the well being of a Resident who lives by herself in the lower building in the west wing. There is a strong urine smell that emanates from her room and is very unsettling for those who live in that wing.

The Resident used to come out of her unit and sit on the couch in the hallway and interact with other residents. When she got up from the couch there was always a wet spot from her body release. The couch was removed in August or September of 2017, since then the resident never comes out of her unit anymore. No one has seen her in all this time, yet the smell from her unit grows stronger.

Management has been notified and their response is either they are looking into it or that the Resident will not allow them to enter her unit. They have even said that her carpet was changed yet the smell is still there. All who are aware of this are concerned for her well being.

I have even contacted the CEO of Holiday and have never heard back from her. An offsite Directional Regent Supervisor was her in January and she was made aware of the problem at a resident meeting. She said it would be taken care of in two weeks. That was the last I heard of it.

I have called the Board of Health several times, although they return my call promptly, I have been told my claim has been transferred to the Sanitation Department. I have not heard from the Sanitation Department.

I realize this is a sanitation problem; however it is also a health issue as I feel it is affecting my sinuses. The smell is overwhelming at times and I can hardly stand to walk through the hallway which I must do to go into the dining room, three times a day or more. This has been brought to the attention of the Residents Council Chair and is in the minutes. Still nothing has been done to help the Resident or to get rid of the smell.

There are a few empty units on this floor that have been completely remolded, yet I never see the sales people showing these units. Could it be that they do not want potential new residents to smell the urine?

Please will you guide me to where I can get some help for this elderly resident and get rid of the smell?
Thank you!

Resident from HKRC