

Mon, Mar 25, 9:43 AM (2 days ago)

Nakamura, Susan
K. <Susan.Nakamura@doh.hawaii.gov>
to me

Hi Susan,

Yes I got this. Thank you so much, so sorry I didn't respond yesterday, but it was late when I got home.

Please will you keep me updated on my concerns about Hawaii Kai Retirement Community. My mom and I both have spoken to management several times over the past eighteen months. We have even spoken to the regional director. We have been given many different responses, such as they are looking into it, or the Resident won't let them into her unit and the GM even said that her carpet had been changed. The urine smell has not gone away, if they changed the carpet. We are concerned for the Resident herself, she surely needs some care. Also the smell is disturbing for those who live near her unit.

Since I first called with this concern, there is another resident who seems to need more care, he wanders around the common areas with wet pants from urine. He sits in many different chairs and couches leaving urine order behind. His pants are often falling down and he clearly seems to need more help. Shouldn't the chairs and couches be treated with something? Yet no one seems to pay attention to this. I was a toddler/preschool teacher for thirty years and we always sanitized any area that a child had an accident on. Shouldn't the staff at HKRC be doing the same?

Also the concern about the birds flying into the dining room and sitting and walking on the tables leaving their droppings along the way. The tables are rarely wiped and the chairs never are. The bird dropping are left on the chairs and the floor. The food is often cold and does not seem fresh. Also there is dried food left on the utensils and the glasses seem like they need to be washed or rinsed a second time.