

September 8, 2025

Dear Civil Service Commission,

I am writing to express my strong **opposition to PSC #5440** and to voice my support for the union's proposal that public civil service staff be relocated together with ARF and RCFE residents. We are firmly against the privatization of ARF and RCFE services. My opposition is based on direct, personal experience with both public and private care services for my sister, who has special needs requiring residential care. My sister lived at the public RCFE for approximately five years and received exceptional care at 887 Potrero Avenue. The facility provided:

- **Professional nursing staff** who administered medications on time, in an organized manner, and provided necessary medical shots
- **Emergency care capabilities**, including whole-floor temperature monitoring
- **Spacious accommodations** that allows comfortable co-residence
- **Consistent, reliable care** that my sister genuinely enjoyed

The quality of life and care she received at the public RCFE was outstanding, which is why the facility's closure has been so concerning for our family. Since the RCFE closure forced residents to relocate, my sister moved to a private care facility. The contrast in care quality has been alarming and demonstrates exactly why privatization of these services is problematic:

1. Absence of Professional Medical Staff

Unlike the public RCFE, this private facility has no qualified nurse on staff. Staff members constantly call me with basic health and medication questions, despite my providing comprehensive health documentation and check-up emails. The frequent staff changes means these critical documents are repeatedly overlooked or ignored.

2. Failure to Follow Medical Protocols

I provided clear, documented instructions that my sister's blood pressure must be checked after breakfast to determine the appropriate medication dosage (her prescription was recently adjusted to a lower dose). Despite submitting all documentation to both facility staff and lead administrators, they refused to follow these essential medical protocols.

3. Administrative Incompetence Endangering Health

In August, I submitted a prescription renewal to the pharmacy. The facility was supposed to fax authorization to the insurance company but used an outdated fax number that had been out of service for two years. Two weeks later, they attempted to charge me for medication the insurance should have covered. When I followed up with the doctor, we discovered the facility never

properly communicated with the insurance company. My sister nearly ran out of critical medication due to their negligence.

Support for Union Proposal

I strongly support the union's proposal that public civil service staff be relocated together with ARF and RCFE residents. My sister really enjoyed living at RCFE and would like to return to RCFE. These dedicated public employees provided professional, consistent care that vulnerable residents like my sister depend on. Their expertise and commitment to public service cannot be replaced by profit-driven private facilities that prioritize cost-cutting over care quality.

Please vote against PSC #5440 and support keeping these essential services in public hands, with the professional staff who have proven their dedication to quality care.

Thank you for considering my concerns and experiences. If you have any questions, please feel free to call me at [REDACTED] or my email address [REDACTED]

Yvonne Chan