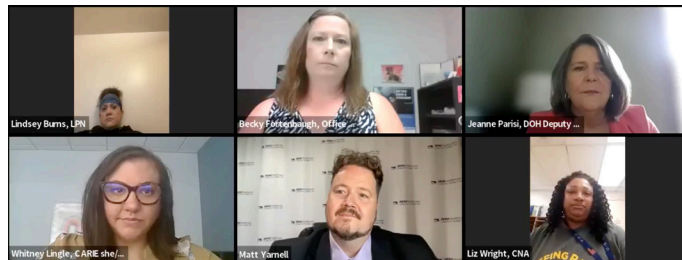


It's Official: New staffing ratios have begun!

On June 30th, union nursing home workers were joined by Department of Health Deputy Secretary for Quality Assurance Jeanne Parisi, LTC Ombudsman Office Program Manager Becky Fortenbaugh, and CARIE (Center for Advocacy for the Rights and Interests of Elders) Executive Director Whitney Lingle to virtually celebrate the July 1st kick-off of new staffing ratios.

“Every family deserves to have safe, dignified, and reliable options for long term care. We want to partner with everyone who’s invested in resident care so we can lead the country in addressing the care crisis. By working together to achieve these ratios, we’re going to bring this industry back closer to what it’s always been about – quality care for our residents.” - **President Matthew Yarnell**

After decades of worker advocacy, the new regulations are the first in the Commonwealth’s history to limit how many residents a certified nursing assistant and licensed practical nurse can care for on a shift. The new staffing standards will not only improve resident care but will reduce stress and burnout, key reasons why workers are fleeing the bedside.



“I was so excited to hear about the new CNA ratios because staffing ratios mean quality care for my residents. Residents usually get 15 minutes with us. Bathing is more of a bird bath. It gets to the residents – they are irritated, frustrated, and upset that we’re rushing them. This is supposed to be their home, and you shouldn’t have to rush in your own home.”
- **Liz, CNA from Harrisburg**

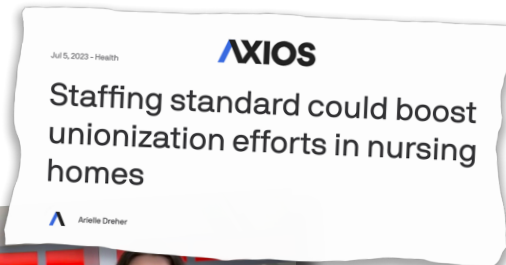
“When we make these nursing jobs good union ones with competitive pay and benefits, I know that more nurses will join or come back to this field. My friend just left her agency position to come back in house after she heard about our new contract’s pay increases and benefits.”
- **Lindsey, LPN in New Castle**

Inside:

National Demand for Safe Staffing
Coming very soon: An announcement from the CMS on changes to federal nursing home staffing rules. See how the industry is pushing back and what workers need to do for nationwide safe staffing and owner accountability (p. 2)

Union Members at Sold Facilities Ratify Strong Contracts With New Owners
After owners announced the sales, union members were prepared to stick together and achieve agreements with the new owners (p. 3)




Arbitration Victories
From winning back pay to ensuring new positions are included in the union, union members hold employers accountable to their union contracts (p. 3)






Pennsylvania's New Staffing Ratios

CNA Ratios

July 1, 2023




DAY SHIFT:  to 12 residents
EVENING:  to 12 residents
NIGHT:  to 20 residents

July 1, 2024

DAY SHIFT:  to 10 residents
EVENING:  to 11 residents
NIGHT:  to 15 residents

LPN Ratios

July 1, 2023

DAY SHIFT:  to 25 residents
EVENING:  to 30 residents
NIGHT:  to 40 residents

Department of Health: How We'll Enforce These Ratios

At the virtual kick-off, the PA Department of Health explained that they are required by law to inspect each nursing home once every 15 months. That will include ensuring compliance with the new standards.

“We will cite a facility that’s failing to meet these ratios,” said Jeanne Parisi, the Deputy Secretary for Quality Assurance.

The Facts

— **We have enough CNAs and LPNs to meet the 2023 and 2024 staffing ratios. But nursing homes have work to do to improve wages and benefits to attract staff to the bedside.**

According to the DOH (Pennsylvania Bulletin), facilities would need to hire:

- In 2023-2024: 522 full-time LPNs and 249 full-time CNAs.
- In 2024-2025: an additional 1,389 CNAs.

There are over 66,000 CNAs in Pennsylvania (according to the Bureau of Labor Statistics).

We do not have a shortage of caregivers – we have a crisis of caregivers leaving the bedside because working

conditions and wages are unacceptable. That’s why union caregivers are trained and ready to work with employers to recruit and retain staff. We can meet these ratios by working together for our residents.

— **Together, we won the state funding needed to raise wages and meet the new ratios.** Last year, union workers worked with industry leaders, legislators, and the Governor’s Administration to win a historic \$600 million in new funding for nursing homes. This is *recurring* funding intended to go toward staffing.



National News

What’s happening: The Centers for Medicare and Medicaid Services (CMS) will soon announce new staffing rules for all nursing homes in the U.S.

Why it’s important: There’s never been a *federal* requirement for a minimum number of staffing hours per resident day, despite numerous studies showing high staffing levels translate to better quality care.

What the industry groups are saying: Industry groups say that safe staffing standards would make the staffing crisis worse and do little to improve resident care. Eric Boley, the executive director of LeadingAge Wyoming argued that staffing rules could “actually hurt the residents they are committed to caring for and serving.”

What workers know:

“The staff we do have is overworked, causing burnout which can lead to accidents, errors, and so much more. We need to be able to keep good staffing!” - H.C.

“It is not ok to have 15-20 residents to take care of yourself.” - M.G.

“Residents should not have to wait to eat their meals.” - P.W.

“Our residents need us to be there to help them. I can’t help my residents when I have to care for 20+ by ourselves.” - B.S.

What YOU can do:

The CMS is taking feedback from nursing home staff like you, residents, advocates, and industry leaders to inform what staffing standards should look like. **It’s up to us to make it clear that change has to happen** – tell the CMS we need national staffing standards in nursing homes now!

Go to: <https://act.seiu.org/a/supportnhworkers>



NURSING HOME WORKERS RISING

Raising standards for the whole industry, one union contract at a time

Union members have won dozens of new, standards-setting contracts across the state this year. All include increased wages and benefits designed to recruit and retain a skilled workforce amidst a national staffing crisis. After showing up throughout COVID and helping their facilities win new state funding, Union members are changing this industry one contract at a time.

WINNING STRONG CONTRACTS IN FACILITY SALES

With Grane Sale to Saber, Workers Join Union Siblings in Existing Saber Contract

Workers at union Grane-owned facilities join the existing union contract with Saber after Grane announced the sale. Contract highlights include historic wage increases, the Union's Health and Welfare Fund, the Training and Education Fund, stronger protections against mandatory overtime, and a commitment to follow the new safe staffing ratios. The Saber contract, with former Grane workers included, is now the biggest master contract for nursing home workers in PA. When our power comes from our numbers, that's a big deal. Workers made a big investment in their own pockets, and an even bigger investment in their power.

"It was so important that we immediately came into bargaining with Saber as a union. We were ready to speak up and push hard. Saber, the new owner, was willing to work with us to ensure wages and benefits were where they should be. We won across-the-board raises for every year that are way higher than they've ever been."

- Crystal, CNA at Harmon House



Meyersdale and Western Reserve Workers Win Contract with New Owner after Guardian Sale

Workers at Meyersdale Healthcare and Rehabilitation Center and Western Reserve Healthcare and Rehabilitation Center won a new, three-year contract with new owner Abraham Smilow. Workers overwhelmingly voted to ratify the contract days after sending a strike notice when Smilow refused to accept the existing union contract. The new contract preserves much of the union contract former owner Guardian Healthcare agreed on last August. Highlights include keeping dramatic wage increases and strong benefits.

"We weren't going to give up all that we had without a fight. We came together and decided very quickly, within days, to strike for our contract if we had to. It was terrifying to think about a new owner and not having any idea of what his intentions were. Now we can say that we are glad that we kept most of what we had worked so hard for."

- Krysllyn, LPN at Western Reserve

"This isn't easy work. Not a lot of people want to come into the nursing field. We're short everywhere, so we have to keep the staff we have and work to bring more in. **That starts with decent wages and good benefits**, which is what we've worked hard to get in our contract."

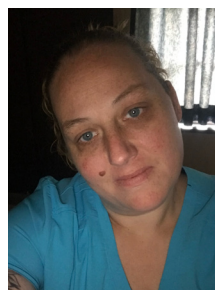
- Tabby, CNA at Meyersdale

SPOTLIGHTS

Arbitration victory at Westmoreland Manor

Union member leaders at Westmoreland Manor took action when management excluded new self-scheduling program workers from the union. Member leaders argued this was a violation of their contract and filed a grievance, demanding that self-schedulers be included in the Union. With the employer disagreeing, the case ended up in front of an arbitrator. For months, member leaders collected information, met with the attorney, and testified in front of the arbitrator. The case was recently settled, with the arbitrator agreeing that self-schedulers should be included in the Union. All of this would not have been possible without the strong leadership of Chapter Officers, who never stopped demanding that the new workers, too, should be protected by a contract.

New shift differentials at Spruce Manor to match new ratios



"This higher incentive, a raise in shift differential for 3-11 & 11-7, shows that Saber is trying to work with our union. Every month during labor management, the new staffing ratios are one of our main priorities. The new ratios put good pressure on employers to do the right thing. When employers start listening, the workers feel appreciated and proud to work here."

- Geneva, CNA at Spruce Manor

Beaver Health & Rehab workers receive backpay after arbitration victory

Beaver workers successfully won backpay after Guardian, the facility's former owner, failed to follow the contract and pay staff an incentive for every shift worked under-staffed. Together, the caregivers held Guardian accountable to the contract and won what they deserve!

"We can't let anything slide, especially when it comes to our contract. The hearing was long and tough, but the victory is worth it. Even when Guardian gave us a settlement offer, we refused until every co-worker who was affected by under-staffing would receive compensation. We were persistent and prevailed in the end!"

- Shelina, CNA at Beaver

UNION RESOURCES

Serve as a Staffing Enforcement Officer at your facility

Staffing Enforcement Officers (SEOs) lead their coworkers in tracking staffing levels at their facility and working with employers to achieve the new ratios.

Sign up to be a SEO: bit.ly/enforcecard



JOIN THE NURSING HOME WORKERS UNION!

Become a Union Member:

<https://pahealth.care/seiuprivate>

Or scan this code with your phone's camera:



STAY UPDATED

— Text **STAFFINGRATIO** to 787-753 to receive the most recent staffing updates

— Find the statewide nursing home union bulletin at seiuhcpa.org/staffing



SEIUHealthcare®
United for Quality Care

TRACKING TOOL

Use this tool to track staffing numbers on your shift.

Next Round of Tracking: July 23 - July 29

3 ways to find the tracker:

1. Go to this link: bit.ly/ratiotracking
2. Text **TRACK** to 787-753
(if you have trouble, first text **CLEAR** to 787-753, then text **TRACK**)
3. Scan this QR Code using your phone's camera:



MEMBER RESOURCE CENTER

In Pennsylvania: 1-800-252-3894

Out of state: 412-222-9514

Hours

Monday: 9:00 am – 4:30 pm

Tuesday – Friday: 9:00 am – 5:00 pm

Call for:

- Advice on contract questions
- Answers to union-related questions, such as your rights as a healthcare worker and union member
- Advice on handling workplace concerns and disputes
- Support for delegates
- Help in filing grievances