



LIFECARE | KIDCARE | STAFFING

Good Afternoon!

My name is Ray Boller and I am the owner of BrightStar of Stamford / Greenwich, a private duty / private pay home health care agency serving Stamford, Greenwich, Darien and New Canaan. I am here today to voice my support of **S.B. No. 911 AN ACT CONCERNING HOMEMAKER SERVICES AND HOMEMAKER-COMPANION AGENCIES.**

I am a recent entrant into the health care field after 25 years in corporate America. I purchased the franchise and opened my office this past July. While there were many reasons for my getting into this field, knowing that I can provide a service that allows seniors to Age in Place in their own homes was an important motive for me.

As I did my research and due diligence into opening an agency, it became very clear to me that I have actually two sets of "clients" – my patients and their families and my caregivers. Providing excellent customer service and care to both groups will ultimately bring success to my agency. Providing compassionate caregivers to families in need of assistance is my goal. The focus should be on the quality of care supervised by professionals and that focus should not be diverted by having the patients or the caregivers having to worry about non-care related matters.

I made a conscious decision to run my agency in a responsible, accountable manner. My business model is an expensive one to operate –employing a nurse to provide a plan of care for all clients and supervising the caregivers, hiring caregivers as my employees, carrying the necessary insurance to protect both my patients and caregivers.

Over the last 6 months, as I heard of the horror stories of both clients and caregivers abuse from Registries, I know I made the right decision.

One caregiver told us the story of how she worked for a registry and got paid directly by the patient. It was nice to make a higher hourly rate but being responsible for paying her taxes was TOO complicated. And when she got hurt and dislocated her shoulder while working with a male Alzheimer's patient, she bore full responsibility for covering the bills related to her injury.

One client was shocked when she got a notice from the state that she owed over \$30,000 in taxes and fines after employing a caregiver from a registry to care for her dying mother. She paid the caregiver directly and didn't take any taxes out.

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After her mother passed away, the caregiver filed for unemployment and the state came after her for taxes and unemployment insurance.

It is stories like these that lead me to support this bill. Having Registries disclose to both prospective clients and caregivers how they operate as to supervision, taxes and insurance is important so that both groups can make an informed decision. Disclose this information up front and avoid surprises down the road. That way everyone can focus on what is really important –providing quality care to the patient.

Additionally, it doesn't hurt to have the state collect new found tax revenue at a time of fiscal need.

In closing I ask the Committee to vote in favor of Bill 911.

Thank you