

# Working Together for Quality Care

for Individuals with  
Developmental Disabilities



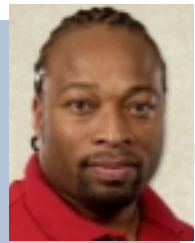
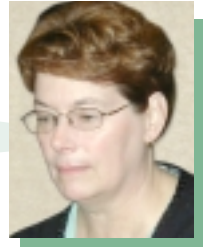
It takes all of us ...  
but the **voice of caregivers** is missing

# Respect. Dignity. Trust.

Caregivers and consumers benefit when employees  
**RAISE THEIR VOICES** for quality care.

“We take our mission statement seriously: ‘Every day is a quality day.’ If the employees are not having a quality day, the individuals can’t have a quality day.”

**Pat Mooney-Henry, CSEA member, Western NY DDSO, 13 years**

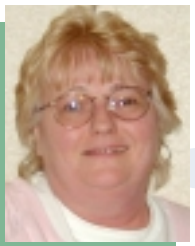
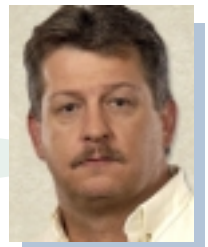


“The people literally next door to us who work at the private ARC do the same work. They should get the same pay.”

**Jeff Roberts, CSEA member, Central New York DDSO, 6 years**

“When I go back to a house where I used to work, they are happy to see me. I know I really meant something to them. It was the only job in the area when I started but you grow into a family. Still, everyone needs a union on the job.”

**Dan Stone, CSEA member,  
Developmental Aide, Finger Lakes DDSO, 25 years**



“Consumers ask for me every day – one will speak only to me and no one else. I worry about them. We’re like family. I’m sure ARC workers feel the same way. That’s why they deserve the same benefits and respect that I have as a union member.”

**Debbie Dennison, CSEA member, RN, Doty Day Habilitation Center, 36 years**

# 22,000 ARC employees do **not** have a voice

## Low morale, high turnover threaten consumer care

More than 25 years ago, New York State privatized much of its care for individuals with mental retardation and developmental disabilities. The change to private facilities has had important consequences for the individuals receiving care, as well as their families, communities, and the direct care staff working with them.

The change has meant that caregivers in these private facilities have suffered from drastically lower pay and benefits – incomes that make it nearly impossible for them to provide for themselves and their families.

**Short staffing is chronic, causing heightened injury rates among caregivers, stress, and frustration, ultimately leading to burnout and low morale. High staff turnover has caused the quality of private care to deteriorate.**

The NYS Office of Mental Retardation and Developmental Disabilities (OMRDD) has recognized this growing crisis: its 2005-2006 Budget Recommendations call for wage and health benefit increases for staff. Yet, despite similar recommendations over many years, caregivers' wages and benefits remain low.

And the problems go much deeper even than wages and benefits.

**To ensure quality care – high morale and low turnover – direct care staff must have a voice in determining their wages, hours, working conditions and in dealing with chronic short staffing.**

ARC employees have tried to make their voices for quality care heard year after year, in county after county, by asking that their private employers bargain collectively with them. But, in every single case, the employers instead spent tax dollars to deny them their rights.

If we are going to improve staffing, this denial of caregivers' rights to make decisions for themselves, free from employer interference, must end.

**Without a stable, motivated workforce, individuals with developmental disabilities cannot receive the quality of care they deserve.**

**That's where we come in –  
Quality Care New York.**

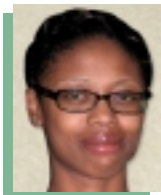


# Get involved.

Help raise the level of care for our consumers in NY:

- ▶ Join the statewide Advocates for Quality Care Committee
- ▶ Go to our Web site for additional details: [www.qualitycareny.org](http://www.qualitycareny.org)
- ▶ Or call our toll-free number: 1-800-342-4146 ext. 1400

**Support our legislation** calling for parity between public and private caregiver compensation. Be on the lookout for more information about it!



“When I come to work and see the consumers happy to see me, I know they need me. And with a union, I know I will be there for them.”

Tamika Washington, CSEA member,  
Developmental Aide, Western NY DDSO,  
5 years



“High staff turnover does not promote quality care. I have talked with a lot of people coming from private agencies, and the staff turnover frustrates them.”

Candee Termer, CSEA member,  
Western NY Developmental Center, 26 years

Working Together for Quality Care –  
That’s Our Goal.  
We Can Achieve It!

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[www.qualitycareny.org](http://www.qualitycareny.org)



CSEA • Local 1000 AFSCME, AFL-CIO

*A coalition of caregivers and concerned citizens.*