



November 21, 2016

Diane McCarthy
Horizon NJ Health
Complains Department
210 Silvia St
West Trenton, NJ 08628

Response to Josephine Oliveri Complaint

To whom it may concern,

This is an official response to a complaint made by the above mentioned client. Client's Horizon ID number is 71628995. Our office accepted the referral approximately 7/29/2016 to provide PCA service. Client seems to have known her aide's family long time ago. Client offer her aide a chair she wanted to give away. The aide asked the client if she could ask her husband to come to pick up the chair. The client did not object. The aide's husband came to the client house with their daughter and within a limited time the chair was moved and both the aide's husband and daughter awaited for the aide outside in their vehicle. The aide continued caring for the client but due to the aide's allergic reaction to powered gloves, the aide admitted not using gloves when she was giving the client a sponge bath. The aide further said her hand did not touch the client. The aide's hands were inspected by our nurse and there were no visible open sores (See Attached Pictures).

In conclusion, client did not notify our office. The client offered the aide her used chair. Client was aware that the aide's husband will be coming to pick up the chair and no objection. The aide has no open sore on her hands. Aide was referred to our nurse for additional in-service on universal precaution.

Sincerely,

A handwritten signature in black ink, appearing to read "Olufemi Sode", written in a cursive style.

Olufemi Sode | Administrator
Carelink Health Care Services