

# Willowbrook ill are itemized in management study

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Fleming could not state, however, that all residents requiring double portions are now receiving them.

The report recommends 47 specific changes be made in the food distribution system, including individually packaged, name-labeled food portions; restructuring of the head cook's role in preparation of special diets; the installation of serving hot carts in buildings to keep all food warm during feeding periods.

Presently, Pinto says, numerous residents end up with cold portions—"ugly globs," Pinto called the meals. The serving hot carts are presently functioning in eight buildings.

The other areas analyzed by the report include the inventory system, procurement, housekeeping, building maintenance, laundry service, transportation and unitization.

The procurement process—keeping staff supplied with essentials—does not adequately meet the center's needs," the report said. "Stock levels are not responsive to changes in demand or delivery." Twenty-nine changes are proposed.

Housekeeping and sanitary conditions "need improvement," the report said, citing non-existent work schedules for housekeeping staffers, and a lack of performance standards.

The report criticized Willowbrook's maintenance system, saying that the institution "lacks a comprehensive statement of maintenance and the mechanisms to see that priorities and objectives are met." Priorities are now set on an ad hoc basis, the report said.

The firm would act to set up "clear definitions" for routine, emergency project and preventive maintenance categories.

The report had no criticism to make of Willowbrook's laundry system, the actual cleaning of resident clothing and bed apparel. In fact, says laundry manager Joseph Trimarchi, the laundry service has not missed a delivery in five months.

An attendant on duty three weeks ago when members of the State Assembly, Elizabeth Connelly and Angelo DelToro, toured Willowbrook, reported that laundry does not come to some buildings regularly. Trimarchi denies that allegation, saying he can document that for the past five months all deliveries have been met.

In October Willowbrook instituted a quota and inventory laundry system that responds to differing building needs.

What has not been instituted, however, is an effective garment control system to provide personalized clothes for residents. There is a garment control system in effect, but the G-K report says it is "not functioning in any organized manner."

The report says that 70 to 80 per cent of all residents' clothes are not labeled and the "distribution of clothes within buildings is inadequate and does not reflect residents' needs."

Forde does not feel that the G-K recommendations can quickly be implemented because of monetary restrictions.

The report says the Premier Laundry Co. is presently handling Willowbrook's sheets, pillowcases and hand towels at a \$260,000 price tag. G-K feels that if some inoperative equipment at Willowbrook (like flatwork ironers and dryers) were put into operation, Willowbrook could take over the laundry function in its entirety.