

# It's your opinion

## *Willowbrook residents caught in the middle*

This is in reference to the opinion of John Beyer that appeared in your column Dec. 15; the article was about employes abuse at Willowbrook.

Space will not permit me to go into details about the conditions at Willowbrook. I feel when an employe takes his anger and frustration out on a resident, something is wrong, and the same goes when a resident becomes disturbed enough to strike an employe. They both have problems, and they should not be taken lightly.

I have noticed that people in the lower paying jobs are overworked and underpaid. They are subject to abuse from other employes in the building.

The problem I believe comes from a lack of communication. Not many of the employes that have supervisory positions at the center feel that they are state employes. They feel more like a "God" sitting on a big white throne in their office; the only time they come out is to give an order. I feel our concern should be that of the resident and if we have a problem we should be able to talk to each other regardless of our position. A team approach is the best method of communication.

This is an example of what I mean. In the building I work, with about 96 residents, each resident has been placed in a therapy program. The classes begin at 8:45 and end at 5:30. Most of the residents are in wheelchairs or cripple carts. They must be transferred to different areas in the building. The Housekeeping Department works the same hours. All the heavy cleaning is done during the day. They scrub and wax floors. It is a must that the residents be picked up for their scheduled classes. Some classes are held hourly, some 45 minutes and others for 30 minutes. So people have to be going back and forth, and these activities upset the cleaners because it makes it hard for them to do their job. At the same time you are afraid of falling on a wet floor.

This is just one of the small ways that frustration is built up at the Center, and the problem could easily be solved by doing the heavy cleaning of day rooms, dining area, classrooms, hallways at night and spot clean during the day. . . .

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