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Date: 12/1/2014 10:43:58 AM
Subject: Marge Sullivan from James Island

Heads up...you may receive a phone call from Ms. Sullivan expressing the fact that may sue Trident AAA/ADRC because we will not provide her services.

The fact is, Trident AAA/ADRC authorized ResCare Home Care (the contracted provider for Charleston County) to provide home care services for Ms. Sullivan. The client made a request to have a Caucasian female to provide her home care services. ResCare advised her that due to her request, there may be a delay because they had limited Caucasian females on staff, but they would work on it. ResCare provided an aide; however, the aide told Ms. Sullivan that she had to leave because of a family emergency and reported to ResCare that Ms. Sullivan was rude and demanding.

I've instructed our staff to ask Ms. Sullivan to communicate directly with ResCare. I'm not sure what else to do.

Bottom line, we feel that she wants her neighbor (who works for another agency) to provide care and will not be satisfied with anyone who comes into her home. She also wants someone to clean her cat's litter box and provide "maid" services.

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