Thanks so much for the detailed report. How great it is for you to observe how the facility works and how the leaders lead.

Staffing challenges happen in every company/facility. Even though most of the care givers are not doing this job for money, because this job certainly does not pay much, when there are people coming out and offering them a higher pay, who could refuse it unless there is something else in the current position that makes them to stay. Could they find out what else, instead of money, might keep the employees? Maybe for the caregivers who have younger children to bring their kids to work so they save some money from children's day care? Keeping the staff is a real challenge, especially in people's business like this and in tech companies, research facilities, etc. where projects and goals are mostly long-term and needed to be accomplished by a group of people. Some companies or facilities might increase the wage for the experienced employee if they knew he/she might leave for a higher pay, because the cost for them to get a new person to the position and to the team is much higher than the increased wage. Here, the cost is not just money, it includes the effort to find another best fit candidate for the position, training, and team building, etc.  At Sincere Care and other health care facilities, it is always good for the caregivers to build relationships with their "clients", so it must be sad and hard for the elderly when their caregivers who have taken care of them for a long time and who know them so well leave them. I hope the facilities could find a better way to solve this issue.

I'm also curious about how many people does one caregiver takes care of?  Do people choose this facility primarily because of the lower cost?