

Subject: Re: Permission revoked for Jacquelyn Huynh and Hanh Yu

From: Mark Cao <mark.cao@gmail.com>

Date: 1/17/2025, 3:29 PM

To: RYAN ABLAN <kingdomheartscarehome@yahoo.com>, "Melanie N. Nombrado" <melanie.nombrado@yahoo.com>

CC: Thanh Xuan Huynh <Thanhxhuynh2003@yahoo.com>, Hanh Yu <hanhcaoyu@gmail.com>

I thought about this a lot and realized that Jacquelyn Huynh is initiating most of the disruption. So I would like to disallow her, but let Hanh Yu keep visiting as she might wish to.

On Fri, Jan 17, 2025, 1:15 PM Mark Cao <mark.cao@gmail.com> wrote:

Dear Anabelle, Ryan and Melanie,

I wish to revoke my mother's and sister's permission to visit my father at Kingdom Hearts Care Home of San Jose, effective immediately. Acting in my father's best interest, I do not have to explain why, but somehow I still feel the need. Their disruptions to my father's care have gone on for much too long.

The trouble began around the time my mother started visiting frequently, in 2024. She often brought food and borrowed space in the common refrigerator. Your workers were overly tolerant, as they allowed her to keep even uncovered meat in the refrigerator. She also brought expired foods (yogurt, nutrient milk) on several occasions, and your workers threw that out as soon as they could, but not before it had been sitting in the refrigerator. As late as New Year's 2025, my sister, Hanh Yu, was present when my mother was asked once again (I recall by Melanie) to refrain from bringing expired foods to my father. But to this day, neither my mother nor sister have acknowledged that it may be harmful to my father to be fed expired food.

In June 2024, my father was brought to the ER because of a digestive tract blockage. This was in the same week that expired packaged food brought by my mother had been identified and thrown away. I think none of us can fault an honest mistake. The issue here is that my mother doesn't think anything she did was to my father's detriment. Furthermore, she blames food problems on the facility, when she herself is more likely to have brought harm to my father.

My mother started being very aggressive against the facility last year, often doing video recordings and taking photos. This seems to have been her way of intentional nuisance and threatening the facility with wrong-doing. She also accused one of your workers, Ally, of abuse and negligence, privately to me. I saw that she based that on personal dispute rather than concrete concerns. But I told her that if she felt strongly about it, she should report that to APS. She never did.

She has also accused me of physically assaulting her, despite that I have to deal with her, as my father's responsible party, whether I like it or not. She has indiscriminately done everything she can to create disruptions to further her own goals.

My mother outrageously accused Kingdom of regularly feeding my father only rice and broth. Later, we found out that she had asked the workers to do that, saying that it was easier for my father to swallow. Yet, she showed the photo to many people, not bothering to let them know she

encouraged it.

My mother has repeatedly violated rules, and when called on it, she is combative. An example is when she had a runny nose and was asked to wear a mask, not just for my father's sake, but also for all other elderly residents. My mother's argumentative reply was, "Why don't others have to follow rules?"

My mother tried to pull in a Redwood Hospice social worker named "D" into the dispute she was having with Kingdom and me. A meeting was held in November 2024, with my mother failing to be convincing why she felt my father was endangered. This seemed to lead to a hostile call of my sister with the hospice nurse, Maylin. The call was long and frustrating, and led to Maylin's wish to have communications about my father go through me. During the call, I was told that my sister aired a lot of personal gripes about me to Maylin, which had nothing to do with Maylin's hospice concerns. My sister also stated to the hospice lead that she wasn't doing her role properly.

My mother has routinely misrepresented herself as wife to Ho Cao. In the beginning, this unfortunately led the workers to cater to her inappropriate demands more than they should have.

My sister has misrepresented herself as Durable POA several times, to Kingdom and to Redwood. Even after finding out that she was incorrect, she did not go back to those for whom she misrepresented the facts to make amends.

My sister has been intervening in Kaiser care of my father, against my father's AHCD as written.

After Hanh failed to convince Maylin to do her bidding, she then attempted to decertify hospice care, by going to a Kaiser doctor. She also accused me point blank of wanting to kill my father for money, despite all my attempts to bring him to the ER, two times, and make sure he is protected against high blood pressure and diabetes.

I have specifically been monitoring my sister's overstepping because she is philosophically opposed to my father, but routinely imposes her will. One example of this is my sister's zealous advocacy of the COVID-19 mRNA vaccine. My father was against COVID vaccination at the time he was still making his decisions. My sister disregards his wishes and feels it is appropriate to mandate that vaccine on everyone else. She also pushed me to put my father into end-of-life care in November 2023, only four months after his stroke. Because of her disrespect of my father's wishes, I have not let her take a more substantial role in my father's medical decisions.

My father has been given false hope by my mother that he will somehow recover from his stroke. This is incredibly cruel. This has been one of her persuasion techniques to bring him out of Kingdom of Hearts.

On Sunday, December 29, the unforgivable happened. My mother brought her sister in, and together they pressured my father to demand to be moved out of Kingdom. He became very agitated and demanded to see me. I came the next day, and all he could talk about while crying was that he wanted to move out. He said, "I want to die." Shortly after that, I told both my sister and mother that their pressuring of someone with dementia is cruel, and that they should stop

doing it (my mother) and facilitating it (my sister).

But that has not stopped. Today, when I came in, my father for the first time in two years was outraged at me, from the moment I stepped in. He pointed his finger at me angrily and told me that I must respect my mother. His face changed color, which is a clear sign that the emotional stress he is undergoing can deeply affect his health.

The two of them have been hindering, not helping, my father's care and comfort. For that reason, I ask that Kingdom Hearts now decline their visits. I am sure you have noticed that my father is much more at peace on the days my mother's visits are not upsetting him.

Best regards,
Mark