

Court File No. DC-24-00000007-00JR

**ONTARIO
SUPERIOR COURT OF JUSTICE
DIVISIONAL COURT**

B E T W E E N :

THE ONTARIO HEALTH COALITION and
CATHERINE PARKES

Applicants

- and -

ONTARIO MINISTER OF LONG-TERM CARE

Respondent

**AFFIDAVIT OF CATHERINE PARKES
(SWORN APRIL 17, 2024)**

I, Catherine Parkes, of the Municipality of Clarington, in the Province of Ontario, **MAKE
OATH AND SAY:**

1. I am the daughter of a former resident of Orchard Villa, a long-term care home run by Southbridge Care Homes at 1955 Valley Farm Road in Pickering, Ontario. My father resided in Orchard Villa from November 2019 to April 15, 2020 when he passed away during wave 1 of the COVID-19 pandemic. In the past few years have become increasingly involved in long-term care advocacy in Ontario. For these reasons, I have direct knowledge of the matters to which I depose in this affidavit. Where the information in this affidavit is not based on my direct knowledge, but is based upon information and belief from other sources, I have stated the source of that information and I believe all that information to be true.

Background

2. In 2019, my family and I found that my father's care was becoming urgent with slips and falls that led to multiple trips to the hospital. His physical state had become fragile, even though his cognitive abilities remained intact. My father received an assessment by Local Health Integration Networks (LHIN) who determined that his needs were critical, and he was placed on a long-term care home (LTCH) waiting list. When choosing which homes to fill out on his forms I did my best to research which LTCH would suit him and had a number of homes chosen. However, I was told by LHIN that due to wait times, I would have to reduce the list to three homes, one of which was Orchard Villa. Orchard Villa's on-line incident reports were not favourable but I felt pressured by LHIN to list a home with the shortest wait list, which was Orchard Villa. In November 2019 my father was accepted in to the home within days and moved in within 24 hours of his acceptance.

3. My initial impression of Orchard Villa was that it was not well kept. I didn't mind that fixtures were dated, but I could clearly see that it wasn't clean. I immediately regretted listing Orchard Villa on my father's list of homes, but at that stage, our only other option was to refuse to move him in and then have him move to the bottom of a long waiting list for another home.

4. Prior to the pandemic I visited my father two to three times a week. During our Saturday visits I would sit with him and his tablemates as they ate their lunch. I witnessed the poor quality of food, the constant state of uncleanliness in the home and the shifts, both day and night, with minimal staff present.

5. During the first month of my father's stay at the home, he was the victim of staff-to-resident abuse, which my father was able to communicate to me moments after it happened. I arrived at the

- 3 -

home, addressed the situation and followed up with a meeting with the Director of Care. To my knowledge that meeting and my complaint was never forwarded to the Ministry of Long-Term Care. I can find no record of it in the on-line incident reports. Further, there was never any follow-up with me directly and I had to continue to press the issue myself to find out the results, which were that the staff member in question had simply been moved to another section of the home.

6. During February and March of 2020 COVID-19 was being detected throughout Canada. I paid special attention when the first stories of COVID-19 were reported in long-term care homes in Quebec. On March 19, 2020 a media report stated that COVID-19 had been detected at the Pinecrest long-term care home in Bobcaygeon, Ontario. My thoughts naturally turned to the welfare of my father as COVID-19 seemed to be creeping closer to his long-term care home.

7. During the first few months of my father's stay, I discovered that his catheter bag was filled with a dark coffee-coloured substance. I don't know how long it had been that way or why no one had noticed it earlier, but I had him sent to the hospital only to discover he was in acute kidney failure due to lack of hydration, hence the coffee colour of the catheter bag. Just three days prior I had noticed red streaks in my father's catheter bag and upon mentioning it to the registered nurse at Orchard Villa I was assured that it was simply a bit of blood from changing his catheter. Not being a part of the medical profession, I took the RN at her word, but days later as I spoke with the doctor at Lakeridge Health I realized that the red streaks had been the first sign of dehydration and a subsequent urinary tract infection that had gone on unchecked by Orchard Villa staff. Thankfully, my father recovered and the solution was that I was told to bring cups to my father's room and fill them with water myself so that he could sip water. That solution was fine for when

I was there, but I expressed my concern about his inability to reach the water on his nightstand and was never given an answer.

8. In January, 2020 my father and I attended a meeting with one of his medical specialists at Lakeridge Health in Oshawa. My father had months before received weeks of radiation for a spot of melanoma on his leg. During this follow-up meeting the doctor said the words “Mr. Parkes, you will not die of cancer, you will die of old age.” They had stopped the progression of his melanoma and he was recovering well.

9. Because COVID-19 had been ravaging long-term care homes in Quebec and Ontario for two months I had hope that Orchard Villa was preparing to keep their residents safe. I was reading in the news that some long-term care homes were taking extreme measure to protect their residents, with some staff members even sleeping on-site to prevent infection from reaching their residents. I thought with two months forewarning surely Orchard Villa would have been better equipped to deal with what was coming, but Orchard Villa was not prepared and the ensuing result was not only disastrous, but also life-ending and for those family members left behind in the wake of their loved-ones death, life-altering.

10. During wave one of the pandemic family members were locked out of long-term care homes in Ontario. The Ontario government had issued a mandated lock down of all long-term care homes in an attempt to prevent COVID-19 from entering the homes. Fortunately, my father had a personal telephone line installed beside his bed, so I was able to communicate with him daily even though I wasn’t able to see him in person during this time. On April 11, 2020 I was celebrating my birthday and called my father to speak with him. On that day his voice had become very weak and the only words he could manage to say were “I love you.” I had spoken to my father the previous

- 5 -

day and he was his normal lively self, so I knew something was wrong. I hung up with my father and called Timothy Omere, the RN on my father's ward. Timothy told me that my father had a slight fever, but that it wasn't high enough for him to receive a COVID-19 test. The following day, April 12, 2020 my oldest brother was the only person able to reach my father via telephone. Although my father was able to answer the telephone, he could not speak to my brother. On Monday, April 13, 2020 I tried calling my father several times at around 7:00 a.m., but the phone was never picked up. I called his ward and the phone was answered by Prince, who was also a registered nurse at Orchard Villa. I voiced my concerns about my father's declining health and told Prince that I wanted my father tested for COVID-19 that day, regardless of the level of his fever. During this conversation I asked Prince how things were fairing in the home and he told me it was very bad, that there was hardly any staff on hand and that they didn't have enough personal protective equipment. I asked Prince how I could help and he recommended that I speak to management and let them know the situation and how concerned I was. I called management, and spoke to Beverly Williams, the director of care. Beverly assured me that my father was fine, she read his file and told me he had eaten half a sandwich just the day before. Beverly said that the home was well staffed and had enough PPE. Despite Beverly's assurances, I realized that my father was very ill and asked that one of my family members or myself be allowed in to Orchard Villa to see my father and to help him, but Beverly told me that it wouldn't be possible. Later in the day on April 13, 2020, I called Orchard Villa again and spoke with the assistant director of care and requested that my father be put on oxygen, but I was told that they didn't have enough oxygen machines and so that request was denied.

11. On April 14, 2020, unable to reach my father by phone, I managed to contact a personal support worker on my father's ward. I asked her how my father was doing as he wasn't answering

- 6 -

his phone. She informed me that she was brand new and didn't know my father in his usual state. I told her my father was normally very alert, jovial and always willing to answer his phone. She then told me that my father was in a very bad state. I hadn't laid eyes on my father in four weeks and the PSW's words sparked panic in me. I asked if I could please park outside the home under my father's window so that I could see him, and she complied. I raced to Orchard Villa and stepped outside of my car, which was parked just below my father's second story window. I was vaguely aware of two other people standing twenty feet to my right, discussing how things were fairing in the home. I called the PSW again and she hung up and came to the window. She waved, indicating it was okay to call my father's private phone line, which was located beside his bed. She answered the phone and raised my father's bed up so that I could see him through the window. I was horrified and heartbroken at what I saw. Just the day before the only words my father could utter were "I love you, I love you, I love you," but now I saw him laying on his back, his arms at his side and a blanket pulled up to his waist, wearing his flannel black and grey plaid shirt, and he wasn't moving. The PSW held the phone to my father's ear and I told him it was me. Normally, every time my father heard my voice or saw me walk in to a room his face would light up and he would give me the biggest smile, but this time he was non-responsive. I began to sob and begged him to say something to me, but he was silent. I could hear his breathing faint and laboured and I told him how much I loved him. I told him that I would help him and to please hold on, that I would do something right away and get him out of the home. I kept telling him that I loved him over and over. The phone call lasted no more than five minutes.

12. As soon as I returned from seeing my father, I began calling management at Orchard Villa. The phone went unanswered, but I kept dialing until the call was finally picked up by the assistant director of care. I told her that I had just viewed my father through his window and that I wanted

- 7 -

him sent to the hospital immediately. The assistant director told me that they were not accepting LTC residents at the hospitals; she said that paramedics wouldn't be willing to come in to the home to put him in an ambulance. I said I would come and put him in the ambulance and she said that even if I did, he would be turned away from the emergency room and sent back to Orchard Villa, and did I really want to put my father through that in his state? In the end, my request to have him sent to the hospital was denied as well.

13. Frustrated at being denied every avenue to help my father I decided to wait until the next day when I knew a certain staff member would be on the floor. The staff member was a registered nurse who had taken a liking to my father, and with whom I had built a friendly rapport in regards to my father's care. I knew if I asked this one staff member to send my father to the hospital then it would be done. The RN's shift started at 3:00 p.m. the following day, April 15, 2020.

14. At 12:00 p.m. on April 15, 2020 I received a phone call from the same assistant director of care that I had spoken to the day before. She informed me that my father had died and asked me when I was going to have his body removed from the home and when I was going to come and collect his things. In my state of shock I told her that I would have to call my brothers and make arrangements for my father's body, to which she replied "You mean you don't already have a plan to remove him and for his funeral?" I was shocked again, but I remember replying, "I didn't expect him to die, so no, I don't have plans already made."

15. My father, who was hours away from a trip to the hospital, had died alone.

16. My father was one of the first to die in Orchard Villa during the pandemic and I realized quickly what a tragedy this would turn out to be. Prior to, and immediately following my father's

- 8 -

death I had been in contact with several government officials. I raised alarm bells to every level of government I could think of, emailing and conducting phone calls with municipal, provincial and federal representatives. Despite the desperation of myself and other families like me, staff members of Lakeridge Health were not sent in to the home until April 22, 2020. The Canadian Armed Forces also entered the home on April 28, 2020, but had to wait three days, until a complete cleanse of the home had been completed before they were able to fully enter Orchard Villa.

17. I watched the news as staff from Lakeridge Health were sent in, and soon saw on the news that the Canadian Armed Forces were being sent in to Orchard Villa as well. By the time the military entered the home I thought nothing could surprise me regarding my father's long-term care home, but then the military report on the five worst long-term care homes were released, one of them being Orchard Villa. There were a few things that surprised me about the military report, but more than anything a feeling of dread washed over me and stuck, as it did with many of the family members. The realization that against all hope, our knowledge of the failures by Orchard Villa were now documented by an authority higher than us. The detailing of cockroaches, filth, the feeding of residents who were laying down and then choked leading to their death, the lack of staff, lack of food, lack of hydration, all of these things were simply a heightened version of what we had seen prior to the pandemic. Without allowing us in the home to fill the gap for our loved ones, these failures by Orchard Villa had become deadly.

18. After Orchard Villa went in to lockdown on March 14, 2020, information coming from the home was difficult to come by. Many of the Orchard Villa families turned to social media and we began chatting on the Messenger app. It became a way to share any tidbits of information any of us could find, as well as a way to support each other. With this chat I found that I had become a

- 9 -

member of a group of sorts; a group of families bonded together by tragedy and trauma. We united and call ourselves The Families of Orchard Villa, but what we really are is a group who grabbed on to each other tightly during some of the worst moments of our lives, we became a family of casualties of Orchard Villa.

19. In the months following the release of the military report The Families of Orchard Villa publicly requested that the provincial government allow for an independent, third-party evaluation of what happened in long-term care homes in Ontario during the pandemic. The provincial government opted to conduct an independent commission instead, with a panel chosen by those in power. While my group was not pleased with the decision to not keep this non-partisan, we did participate by speaking with the commissioners for a full day on October 23, 2020. During our meeting with the commissioners we gave our testimonies, which involved our experiences before, during and after the pandemic. These testimonies tell of a long-term care home that was in dire straits before COVID swept through the home. A transcript of that meeting is marked as **Exhibit “A”** to this affidavit.

20. The pandemic was an unusual time for funerals, especially in the earliest months of the disease. My father’s funeral was limited to ten family members, masked and separated from each other. We had an open casket, but even then we were kept from the casket at a ten-foot distance. At the end of our visitation, the other nine members of my family left me a moment alone with my father. My father and I were close, and his care had been my main priority for over three years. The first thing I noticed when viewing my father at the funeral home was how drastically changed he was from the few short weeks since I had last been with him. My father looked shockingly thin, his suit several sizes too large for him. He had signs of starvation and obvious dehydration that

- 10 -

even the mortician was unable to disguise. I said goodbye and I wept for his loss, but also for the clear visualization before me of what he had suffered during the last weeks of his life.

21. After my father's death I received an outpouring of messages from people whose life my father had touched. I heard accounts of how, when he had worked at the T. Eaton Company, he had discovered large boxes of shoes being thrown away, and how he took them to give them to those who needed them. I heard that, as he was in a managerial position, he gave jobs to people who were unable to find work elsewhere, and how that changed the course of their lives. I heard that even during the lockdown in Orchard Villa, my father used his resources to reach out to other family members so that he could give them updates on how their loved-ones were doing in the home. None of this surprised me, as my father had shown my siblings and I how to help others in need, and he did so by example. I can remember how he spent months every summer labouring to fix equipment that was used at a summer camp for underprivileged children in need, how he let down-and-out friends live in the spare bedroom of our family home when they had nowhere else to go. Even during his time in Orchard Villa there would be moments like the time he called me to tell me that his roommate was laying down and was choking, and that despite repeated attempts to contact staff by pressing the emergency call button, no one was coming. He called me because he knew I would do something, which I did, and his roommate was tended to quickly thereafter. My father was not a man who helped other in order to receive accolades. On the contrary, he helped and never spoke of it afterwards. Both my father and my mother instilled in my siblings and myself the same morals that required us to help when we see need. My father's attitude was if someone reached out for help, then you should extend your hand back to them. He also lived by the mindset that, when it came to neglect or abuse, when you see something, say something.

- 11 -

22. I know for certain that, moving forward, no family member or loved-one of mine will ever reside under the roof of Orchard Villa, but I can hear my father even yet saying that it's not enough. I can hear him saying, "You have seen it, you must say it." For this reason, I have been speaking for nearly four years.

Correspondence with MLTC and the MLTC Consultation on July 15, 2021

23. On June 25, 2021, I submitted an email to the MLTC regarding Southbridge Care Homes Inc.'s request for an extra 87 beds and a 30-year extension to their license for Orchard Villa LTCH in Pickering. A copy of my email is at Tab 94C of Volume 21 of the Record of Decision in this matter, and is marked as **Exhibit "B"** to this affidavit.

24. After receiving the notice of the public consultation concerning the Southbridge proposal to build a 320 bed long-term care home on the current Orchard Villa site, I attended MLTC's public teleconference consultation on July 15, 2021.

25. The public consultation began with a presentation by two representatives from Southbridge focussed on the new building and features regarding the new building. None of the information referred to in Southbridge's presentation was made available online prior to the public consultation, nor was it made publicly available after the consultation.

26. The Ministry representative at the meeting then directed members of the public to focus their comments and questions on the information presented by the Southbridge representatives about the proposed new building, and not on Orchard Villa's history and the many deaths that had occurred. In particular, the Ministry representative sought to focus the consultation on the new building and its features, and not the past conduct, the experiences of residents or families at

- 12 -

Orchard Villa, or on concerns the public had about Southbridge receiving 87 extra beds and a 30-year extension to their license. Throughout the consultation, I observed that Ministry representative repeatedly interrupted speakers who sought to comment on Southbridge's past conduct in relation to events at Orchard Villa, stating that the scope of the consultation was limited to the proposed project not the company's record. As a result, members of the public were prevented from speaking about issues they wanted to raise with the Ministry and Southbridge.

27. Another significant issue with the consultation was that the teleconference lines were jammed because so many family members and/or members of the public were trying to participate to explain their concerns with Southbridge to the Ministry. The Ministry had also decided to limit the consultation to only one hour for reasons I am not aware of. I repeatedly tried to get an opportunity to speak but was not able to for 45 minutes. Finally, I was only able to speak at the public consultation because another speaker, Natalie Mehra, conferenced me in at the end of her submission. I was one of the last people to speak and understand that there were many others who did not get the opportunity to speak during this consultation as they were stuck on hold on the teleconference. During my submission, I noted that many families had not had the opportunity to speak at the consultation and requested a second consultation occur, in person, so that everyone who wanted to make a submission would be able to.

28. I have reviewed the notes of the public consultation produced at Tab 94V of Volume 22 of the Record of Decision in this matter. My statements are described in part in those notes on p. 7022 of the record. The notes do not capture the entirety of my statements.

- 13 -

The MLTC Consultation on October 17, 2022

29. In the Fall of 2022, a notice posted the Ministry's website noted that a public consultation had been conducted in 2021 but as a result of a corporate restructuring by Southbridge, a further consultation into the licence would be held. A copy of the notice I reviewed is located at Tab 88, Volume 18 of the Record of Decision.

30. I participated in this consultation and a copy of my October 17, 2022 email submission is produced at Tab 88DD of Volume 18 of the Record of Decision, and is marked as **Exhibit "C"** to this affidavit.

31. This consultation was not conducted in public. Rather interested parties were invited to make written submissions. I did not receive any response from MLTC to my email submission.

32. After this consultation, I did not receive any other information from the MLTC. I was not notified of the decision made by the Director concerning the Application, nor did I receive any reasons for the decision. In December 2023, I learned from Natalie Mehra that notice of the Director's decision to approve the Southbridge proposal had been posted to the Ministry's website.

- 14 -

33. I make this affidavit in support of the application for judicial review and for no other or improper purpose.

SWORN REMOTELY via videoconference)
before me by CATHERINE PARKES, stated)
as being located in the Municipality of)
Clarington in the province of Ontario, on April)
17, 2024 in accordance with O. Reg 431/20,)
Administering Oath or Declaration Remotely.)



Commissioner for Taking Affidavits

Geetha Philipupillai LSO# 74741S

DocuSigned by:
Catherine Parkes
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CATHERINE PARKES

This is Exhibit "A" referred to in
the Affidavit of CATHERINE
PARKES sworn before me this
17th day of April, 2024



A Commissioner for Taking Affidavits

Long Term Care Covid-19 Commission Mtg.

Meeting with Families of Orchard Villa
on Friday, October 23, 2020



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MEETING OF THE LONG-TERM CARE COVID-19 COMMISSION

--- Held via Zoom, with all participants attending
remotely, on the 23rd day of October, 2020,
4:00 p.m. to 5:00 p.m.

1 BEFORE:

2
3 The Honourable Frank N. Marrocco, Lead
4 Commissioner;
5 Angela Coke, Commissioner;
6 Dr. Jack Kitts, Commissioner.

7
8 PRESENTERS:

9
10 Cathy Parkes, Families of Orchard Villa Member;
11 Carolin Wells, Families of Orchard Villa Member;
12 Fred Cramer, Families of Orchard Villa Member;
13 Marie Tripp, Families of Orchard Villa Member;
14 Simon Nisbet, Families of Orchard Villa Member;

15
16 PARTICIPANTS:

17
18 Alison Drummond, Assistant Deputy Minister,
19 Long-Term Care Commission Secretariat;
20 Dawn Palin Rokosh, Director, Operations, Long-Term
21 Care Commission Secretariat;
22 Ida Bianchi, Counsel, Long-Term Care Commission
23 Secretariat;
24 Jessica Franklin, Policy Lead, Policy Unit,
25 Long-Term Care Commission Secretariat;

1 Derek Lett, Policy Director, Long-Term Care

2 Commission Secretariat;

3 Lynn Mahoney, Counsel to the Ministry of Health and

4 Long-Term Care;

5 Kate McGrann, Counsel, Long-Term Care Commission

6 Secretariat;

7 Laurel Reid, Families of Orchard Villa Member;

8 Lisa Theis, Families of Orchard Villa Member;

9 Elisabeth Van Sickle, Families of Orchard Villa

10 Member;

11 Catherine Legere, Families of Orchard Villa Member;

12 Rob Glen, Families of Orchard Villa Member;

13 Bill Tobias, Families of Orchard Villa Member;

14 Pam Townley, Families of Orchard Villa Member;

15 Cathy Gayman, Families of Orchard Villa Member;

16 Marion Feeney, Families of Orchard Villa Member;

17 Veejay Leswal, Families of Orchard Villa Member;

18 Dorothy Scavuzzo, Families of Orchard Villa Member;

19 Jessica Boily, Families of Orchard Villa Member;

20 Pamela Bendell, Families of Orchard Villa Member;

21
22 ALSO PRESENT:

23
24 McKaya McDonald, Stenographer/Transcriptionist.

1 -- Upon commencing at 4:00 p.m.

2
3 COMMISSIONER FRANK MARROCCO (CHAIR):
4 Good afternoon. Commissioner Jack Kitts has joined
5 us and Commissioner Coke.

6 Well, are you waiting for anybody else?

7 CAROLIN WELLS: Cathy is going to
8 moderate, and Simon.

9 SIMON NISBET: Hello.

10 CAROLIN WELLS: Simon and Marie, I
11 guess.

12 LISA THEIS: Simon is here.

13 CAROLIN WELLS: Oh, yeah. There's
14 Cathy. And Fred is there, yeah.

15 FRED CRAMER: Yeah.

16 CAROLIN WELLS: So I think that's
17 everybody then, right?

18 COMMISSIONER FRANK MARROCCO (CHAIR):
19 Okay.

20 CAROLIN WELLS: Fred, Marie, Simon.
21 Yeah, everybody's here, yeah.

22 COMMISSIONER FRANK MARROCCO (CHAIR):
23 Well, then if maybe I can just start us off and
24 then your moderator can take over, and we can have
25 this conversation.

1 As you may or may not know, we did
2 release the first interim report today. We jumped
3 the gun a bit, but we're in a hurry.

4 We felt a sense of obligation to speak
5 as quickly as we could primarily, I guess, because
6 we were created in the middle of something. It
7 wasn't a situation where something was over and we
8 were looking back at it.

9 We were created in the middle of it,
10 and we felt the need to make some preliminary
11 recommendations as quickly as we could and then
12 take a more traditional approach. The traditional
13 approach is an investigation and some hearing or
14 proceeding to show the public the results of that
15 investigation and then recommendations.

16 If you take the traditional approach
17 where the event has already occurred and you're
18 looking back at it, you can take two or two and a
19 half years to see it resolve. And, of course, we
20 didn't think that that would be much good to
21 anybody in a situation where we're in the middle of
22 something. To report that far down the road just
23 seemed not to be a good idea.

24 So we did report, and I want to thank
25 you for the submissions that we received, which we

1 did read. But we're not finished. We're just
2 starting, actually.

3 And so it's really important that we
4 understand your perspective on this because that
5 grounds what we're doing in reality, otherwise we
6 get caught up in a lot of slide decks and
7 aspirational thinking and so on, but we miss the
8 actual reality of what happened.

9 So we're very grateful for you meeting
10 with us, and we really would like to hear what you
11 have to say. The only couple things is we like to
12 ask questions as we go along, which means we would
13 interrupt with a question. It's not that we're
14 rude. It's just that we find that works better
15 than trying to go back after, at the end of
16 something, and bring people back to something they
17 said and ask them a question. So if that's okay
18 with you, that's the way we would like to proceed.

19 And secondly, we've allocated the time
20 we've allocated, so if -- probably break for about
21 ten minutes in about an hour or so depending on
22 where we are and where you are and in terms of what
23 you're saying.

24 So with that, we're ready when you are.

25 CATHY PARKES: Okay. Thank you. My

1 name is Cathy Parkes. It's showing as "Catherine,"
2 but --

3 COMMISSIONER FRANK MARROCCO (CHAIR):
4 Hello, Catherine.

5 CATHY PARKES: Hi.

6 COMMISSIONER FRANK MARROCCO (CHAIR):
7 Cathy.

8 CATHY PARKES: Yeah, either one works.
9 So I'll be the moderator today, and
10 we've actually taken the time to formulate our
11 questions together and scripted it.

12 But we also are all on the same page
13 so, of course, feel free to ask questions at any
14 time and stop any of us. We're like-minded in our
15 thoughts towards this.

16 COMMISSIONER FRANK MARROCCO (CHAIR):
17 Okay.

18 CATHY PARKES: Okay. So I just wanted
19 to say thank you, first of all, for meeting with us
20 today. Those of us here are just a small
21 representation of a group who goes by the name
22 "Families of Orchard Villa" by way of where our
23 families lived.

24 We're here representing approximately
25 250 people all who have been affected by the recent

1 events in long-term care. Our group was formed out
2 of necessity. As the COVID-19 outbreak was
3 declared at Orchard Villa, we found we were
4 receiving little to no information from the home
5 about our loved ones.

6 So we gathered on social media and
7 found that together we each brought a bit of
8 information that gave us a larger picture about
9 what was going on in the home.

10 As the group grew in numbers, we began
11 sharing our stories. And we discovered that,
12 although the finer details would differ, the loss
13 and struggle of our loved ones shared too many
14 similarities.

15 Our families' stories tell the reality
16 of a severe lack of communication discovering that
17 our loved ones suffered extreme neglect,
18 dehydration, and were denied the right to basic
19 care.

20 I'm very thankful to be a part of the
21 Families of Orchard Villa group. Together we've
22 decided who will speak here today.

23 We also have several members of the
24 group who will not be vocal, but they are here with
25 invested interest in these hearings and to support

1 those of us speaking because that's the kind of
2 group that we've become.

3 We've read the interim recommendations
4 put out today, and while some of the
5 recommendations you've put forward may overlap with
6 what we are going to say, we feel that it's
7 important and enough that they bear repeating.

8 We have five speakers who will speak --

9 (TECHNICAL INTERRUPTION)

10 Oh, somebody's echoing.

11 We have five speakers who will speak at
12 various times throughout our presentation, and we
13 welcome any questions that may come up.

14 Our speakers today our Carolin Wells;
15 Fred Cramer; Marie Tripp; Simon Nisbet; and myself,
16 Cathy Parkes.

17 So I'll start off, and we're just going
18 to go through, basically, our list of concerns.

19 COMMISSIONER FRANK MARROCCO (CHAIR):
20 And I just want to say, Cathy, before you -- don't
21 worry if some of it overlaps with what we said
22 because some of what we said overlapped with what
23 other people said.

24 CATHY PARKES: Yeah.

25 COMMISSIONER FRANK MARROCCO (CHAIR):

1 And we were just trying to add our voice to that,
2 so don't be concerned about that.

3 CATHY PARKES: Okay. Thank you. So
4 current regulations indicate that if a resident is
5 not being nourished and hydrated, their power of
6 attorney must be notified, but this regulation was
7 not adhered to during the lockdown.

8 We feel that almost every death could
9 have had a different outcome if the families and
10 POAs were informed and allowed to send the
11 residents to hospital, which many of us weren't.

12 We insist that if a resident's health
13 status becomes perilous, the home must inform the
14 POA or caregiver and must send the resident to the
15 hospital regardless of a do-not-resuscitate status.

16 And next is Carolin Wells.

17 CAROLIN WELLS: So I'm Carolin Wells.
18 My father was James Shankland Fleming, and he
19 passed away April the 9th of this year at Orchard
20 Villa, obviously, and he was 88 years of age.

21 So Number 2: We have noticed from
22 observation of our family members and from medical
23 records that many residents have been denied
24 treatment for non-COVID related ailments during the
25 pandemic -- for example, UTIs, bedsores, falls,

1 scrapes, bruises.

2 Some of these issues, such as UTIs,
3 have significant impact on an elderly person's
4 health. Others such as bedsores, falls, and
5 bruises highlight the substandard care and
6 attention that was provided particularly during the
7 shutdown.

8 We recommend that appropriate medical
9 attention -- including access to doctors,
10 treatment, hospitalizations, and notification of
11 POAs -- sorry, that they should not be denied
12 during the pandemic.

13 CATHY PARKES: And then our next
14 speaker is Marie Tripp.

15 MARIE TRIPP: Good day. The military
16 report -- and we, the families that have served --
17 that many infected and dying residents did not
18 receive oxygen due to the fact that the life-saving
19 equipment was not properly maintained.

20 We recommend that the oxygen be
21 available for every resident should they need it or
22 failing the availability of oxygen that each
23 resident be sent to the hospital to receive care.

24 CAROLIN WELLS: Okay. So infection
25 control and personal protective equipment: At the

1 beginning of the pandemic and before the outbreak
2 at Orchard Villa, we observed that there was an
3 absence of infection control procedures at the
4 front door and throughout the building.

5 The only infection control observed was
6 a table with hand sanitizer and a sign-in sheet in
7 the front lobby that was not monitored. We believe
8 this contributed to COVID being brought into the
9 home. We would like to see contact management and
10 tracing enforced.

11 CATHY PARKES: Thank you, Carolin.
12 And next is Simon Nisbet.

13 SIMON NISBET: Hi. My name is Simon
14 Nisbet. My mother, Doreen Nisbet, resided in
15 Orchard Villa 2017 until May 3rd, 2020, at which
16 time I was able to have her relocated to the
17 hospital where she arrived in very poor health.
18 She is a survivor of Orchard Villa and continues to
19 reside in a long-term care system.

20 Thank you for meeting with us today.

21 I'll continue with the infection
22 control and PPE points. Once the pandemic was
23 declared, Orchard Villa should have had plans for
24 isolation.

25 Once COVID-19 was confirmed in the

1 home, family members became aware that there was no
2 cohorting or isolation procedures being followed.
3 Family members are aware that COVID-19-positive and
4 negative residents were kept in the same room even
5 though the management of the home claimed they had
6 been separated.

7 We are asking for a mandate that each
8 long-term care home have a secure, isolated space
9 for residents and track the virus during outbreak.
10 This would also include dedicated staff for
11 isolation wards.

12 Cathy?

13 CATHY PARKES: Thanks, Simon. The
14 Ministry of Long-Term Care identified, two years
15 ago, that four-bed rooms were to be done away with.
16 But Orchard Villa has many rooms where residents
17 are living four residents to a room.

18 We do not feel that this lands itself
19 to a quality of life on its own, and we feel the
20 standards of having four residents to a room led to
21 many infections and, therefore, deaths.

22 In addition, the rooms that are
23 specified as semi-private are so cramped that often
24 furniture has to be moved to allow a resident to
25 exit the room in their wheelchair.

1 We would like to see the abolishment of
2 four-bed rooms in all long-term care homes in
3 Ontario as soon as possible.

4 And now on to Fred Cramer.

5 FRED CRAMER: Hello. My name is Fred
6 Cramer, and my mother, Ruth Cramer, lived at
7 Orchard Villa from September 3rd, 2019, until her
8 death on April 19th, 2020, due to COVID-19.

9 After the lockdown on March 14th,
10 residents continued to dine together in large
11 groups. They also continued to congregate in the
12 lobby for entertainment purposes. They
13 continued -- up to and including April 9th, 2020 --
14 after Orchard Villa had reported the first case of
15 COVID-19 in the home.

16 We recommend that you will ensure meals
17 be served at multiple settings to obtain proper
18 social distancing guidelines. We also recommend
19 that large gathering for entertainment purposes be
20 restricted when social distancing is not possible.

21 Carolyn?

22 CAROLIN WELLS: Yeah. Number 8: We
23 observed a consistent lack of social distancing and
24 masking of those smoking outside. We recommend
25 that a separate smoking section be required away

1 from main entrances and exits as well as hallways.

2 We recommend that smokers who are
3 COVID-positive be closely monitored and kept at a
4 distance when smoking and/or using common areas to
5 enter or exit the building.

6 CATHY PARKES: And, Carolin, it's you
7 again, Number 9.

8 CAROLIN WELLS: We are aware that
9 residents who wander due to their health status
10 were allowed to enter rooms that were not their own
11 therefore raising the potential for spreading the
12 virus.

13 We feel that there needs to be humane
14 safety protocols for residents who wander
15 especially those who are in a security-controlled
16 ward but are still able to travel to and enter
17 other residents' rooms.

18 CATHY PARKES: And now we move on to
19 staffing with Fred.

20 FRED CRAMER: Okay. Prior to the
21 pandemic, we were aware that staffing levels were
22 always below standards. We saw this daily as we
23 visited.

24 During the beginning of the lockdown,
25 many of us were told by Orchard Villa staff that

1 they were extremely short-handed and therefore
2 unable to care for residents in the manner they
3 deserved.

4 This was especially true during the
5 evening and overnight shifts. We were aware that
6 the residents went without food, hydration,
7 medication, and basic care.

8 We recommend a standardized plan for
9 staff/resident ratios inside and outside of an
10 outbreak.

11 And I've got the next one, too, here.
12 We would like to see certified, standardized
13 training for all staff in Ontario including
14 infection control and use of PPE as well as ethics
15 and duty to report.

16 We'd also like annual retraining to
17 ensure all staff is continuing in their
18 understanding of these protocols.

19 Carolin?

20 CAROLIN WELLS: Yeah. So 12: We
21 recommend better quality of employment for staff
22 which includes better pay, benefits, the
23 requirement that a staff member may only work in
24 one home at a time.

25 We also recommended incentives to

1 educators that will raise enrollment in necessary
2 long-term care staffing fields such as nursing,
3 personal support workers, nutrition, and physical
4 therapy care.

5 CATHY PARKES: And, Marie, on to you.

6 MARIE TRIPP: Okay. I'm sorry. I
7 didn't introduce myself. My name is Marie Tripp.
8 My mother was Mary Walsh. She entered Providence
9 Villa in April 2019, and she passed away
10 April 20th, 2020, from COVID.

11 Okay. Due to the lack of staffing
12 during the pandemic, we recommend an assessment and
13 comparison between staff scheduling and the staff
14 swipe-card system which will indicate staffing
15 numbers during the pandemic.

16 In addition, we ask that this
17 information be validated between payroll and the
18 accounts payable system to inform on actual
19 staffing. We would like this information to be
20 made public.

21 CAROLIN WELLS: Okay. 14 --

22 COMMISSIONER FRANK MARROCCO (CHAIR):
23 Can I just stop you there for a minute, Ms. Tripp?
24 What you're saying is you want to know who was paid
25 to work when and --

1 MARIE TRIPP: Yeah.

2 COMMISSIONER FRANK MARROCCO (CHAIR):

3 -- make that so that will tell you how many people
4 were working per shift, et cetera, on the theory
5 that if they paid them, they worked, and if they
6 didn't pay them, they didn't work?

7 MARIE TRIPP: Correct.

8 COMMISSIONER FRANK MARROCCO (CHAIR):
9 Okay.

10 CAROLIN WELLS: So 14: We are aware
11 that doctors rarely entered the home during the
12 pandemic, and if they did, the information they
13 relayed to families was not helpful.

14 We recommend an assessment of staff
15 physicians to determine if they were on site, and
16 if not, why.

17 SIMON NISBET: So moving on to
18 information issues. Every family member endured a
19 severe lack of information during the lockdown
20 which was also highlighted in a military report on
21 Orchard Villa.

22 At best, communications from the home
23 were sporadic and inconsistent, but most often,
24 they were nonexistent, and the information that was
25 conveyed was incorrect often indicating numbers of

1 infected residents that contained conflicting
2 information that was presented in both the media
3 and on the Durham Region outbreak website.

4 We recommend a standard of
5 communication between long-term care homes and
6 family during outbreaks. We would like to see one
7 or two staff members whose sole responsibility is
8 to keep the families appraised of their loved ones'
9 health and mental health status including timely
10 phone communications and allowing for video
11 conferencing between family and their loved ones.

12 This would include ensuring that every
13 home has multiple tablets on hand to provide the
14 necessity. We would like to see this position
15 filled by a third party impartial and separate from
16 the long-term care home staff.

17 Cathy?

18 CATHY PARKES: Thanks, Simon.

19 Number 16: We would like to see an assessment of
20 kitchen staffing during the pandemic, food
21 supplies, and distribution of meals to residents
22 during the pandemic, and we would like these
23 assignments to be made public.

24 Fred?

25 FRED CRAMER: I have Number 17. Many

1 of us have obtained our loved ones' charts and have
2 found gaping holes from as early as the lockdown on
3 March 14th, 2020.

4 We recommend the review of all charts
5 in the charting system at Orchard Villa to
6 determine if standard charting requirements were
7 met. We would like this information to be made
8 public.

9 And I've got the next one, Number 18.

10 Not being allowed to see our family
11 members was and continues to be very damaging. We
12 were forced to rely on staff providing this
13 information about our loved ones which was often
14 false.

15 We recommend that in-room cameras
16 become standard for every resident in long-term
17 care homes which allow family members to have
18 visual contact with their loved ones.

19 MARIE TRIPP: Number 19, legal: We are
20 aware of some certificates -- I'm sorry. We are
21 aware that some certificates have other causes of
22 death even though the resident was
23 COVID-19-positive.

24 We would like all death certificates
25 from the beginning of the lockdown to the present

1 date be reviewed and, where necessary, be revised
2 to include COVID-19 as the cause of death.

3 Number 20: We're concerned about the
4 documentation and signing off of all death
5 certificates during the pandemic.

6 It is our understanding that, during
7 the months of March 2020 to present day, there were
8 multiple deaths pronounced by staff that did not
9 hold the required medical licenses to pronounce
10 death.

11 We recommend the investigation of death
12 certificates and appropriate actions be taken if
13 there are findings that a registered physician or
14 registered nurse did not fill out a certificate.

15 Simon?

16 SIMON NISBET: We are aware that
17 residents were not being properly nourished prior
18 to and especially during the pandemic. The
19 military report on the five long-term care homes
20 stated that residents were either not fed or the
21 food or refreshments were placed out of reach of
22 residents.

23 We were also aware that, prior to the
24 pandemic, Orchard Villa residents' meal budget was
25 \$7 a day. That's \$2.33 a meal.

1 We recommend more nutritional meals
2 served according to Canada's Food Guide with an
3 increased meal budget. It should be made mandatory
4 that family be notified immediately if a resident
5 is not consuming food or water to normal standards.

6 Cathy?

7 CATHY PARKES: During the pandemic,
8 several family members were banned from being
9 present with their loved ones during their final
10 moments of life, including myself.

11 We strongly insist that family members
12 be allowed to be present with their loved ones,
13 regardless of COVID status, if the resident is
14 deemed to be at the end of life and, in allowing
15 this, that the home will also provide the family
16 members with full personal protective equipment
17 upon entering the residence.

18 Marie?

19 MARIE TRIPP: Yes. Number 23: We were
20 concerned about the high level of personal property
21 loss experienced in long-term care. Wedding rings,
22 personal items, and other valuables were misplaced,
23 never found, or damaged beyond repair. We would
24 like the Commission to address this.

25 And Number 24: We would like to know

1 why management of Orchard Villa did not call the
2 Durham Regional Police to advise on each death of a
3 resident as is required by law.

4 SIMON NISBET: Inspections: We are
5 aware that the amount of RQIs dropped dramatically
6 in 2018 which has allowed long-term care homes to
7 fall below standards of care.

8 We have also heard statements from
9 long-term care ministers that RQIs are always done
10 without notice to the home. However, we know this
11 not to be accurate.

12 We recommend the immediate
13 reinstatement of yearly RQIs. Each long-term care
14 home in Ontario should receive at least one or two
15 RQIs annually without the home being advised in
16 advance. These should be comprehensive inspections
17 involving a team of nursing, dietary, and
18 environmental inspectors among others.

19 We further recommend that inspection
20 reports require follow-up requirements by the
21 Ministry of Long-Term Care inspectors. We would
22 like to see the voluntary plan of correction be
23 removed as a requirement from each home and that
24 stricter responses from each home become mandatory
25 with more effective sanctions to ensure compliance.

1 Fred?

2 FRED CRAMER: Funding allocations: We
3 recommended the investigation of how for-profit
4 homes allocate the funds received by the provincial
5 government. We would like this information to be
6 made public.

7 Simon?

8 SIMON NISBET: Hygiene:

9 Thanks, Fred.

10 We are aware the residents were left in
11 soil garments and bedding for several days at a
12 time even when they did not require these garments
13 prior to the pandemic.

14 We recommend an investigation into the
15 rise in urinary tract infections and bedsore
16 infections during the pandemic.

17 As documented through records from the
18 Canadian military, Orchard Villa was experiencing
19 pest control issues in several areas of the home.

20 We recommend that a standard interval
21 of deep cleaning, pest control, and regular
22 disinfecting of services be adopted. We recommend
23 that the documentation regarding pest control and
24 deep cleaning be made public and that there be a
25 schedule for future deep cleaning and pest control.

1 The certificate of inspection should be
2 posted in a similar fashion to the restaurant pass
3 system. The certification should be posted for
4 visitors to see.

5 During the initial shutdown of Orchard
6 Villa, the care received was substandard and led to
7 a further decline of residents' health and
8 cognitive function which fell well below the
9 standards outlined in the Long-Term Care Act of
10 2007.

11 We feel that these standards should not
12 be sacrificed during an outbreak. This would
13 include but not be limited to mandatory
14 requirements: that they be turned in their beds
15 regularly to prevent bedsores; daily bed changing;
16 daily cleansing; the ability to be safely toileted;
17 a minimum standard of care for dental hygiene for
18 each resident; a minimum standard for foot care for
19 each resident -- this has been an ongoing problem
20 within and outside of the pandemic time lines -- at
21 minimum, two showers or baths per week; air quality
22 inspections --

23 Oh, sorry. This is Carolin.

24 CAROLIN WELLS: That's okay.

25 CATHY PARKES: That's okay. Simon, did

1 you want to finish up? That last part was yours,
2 and then Carolin can do the next one.

3 SIMON NISBET: Oh, I'm sorry. I have a
4 typo here. Air quality inspections implemented
5 weekly or biweekly during outbreaks.

6 CATHY PARKES: Okay. And then,
7 Carolin, do you want to take the mental health one?

8 CAROLIN WELLS: Sure. I'll take the
9 mental health. So Number 30: Residents were
10 denied access to the outdoors for weeks or months.
11 This denial increased the feeling of isolation, had
12 negative affects on our family members' health.

13 We recommend an implementation of
14 resident rotations out of doors for fresh air in a
15 secured environment during outbreaks.

16 Should I continue there? Yeah?

17 CATHY PARKES: No. We'll let Simon
18 take that one.

19 CAROLIN WELLS: Okay.

20 SIMON NISBET: Thanks, Cathy.

21 CATHY PARKES: Yeah.

22 SIMON NISBET: We have witnessed a
23 decline in mental health along with the physical
24 effect it has had on some of our loved ones. Often
25 residents were left in bed for days at a time. The

1 residents were also denied mental stimulation.

2 We recommend an assessment and solution
3 to residents enduring months of isolation as well
4 as attempting to place residents in rooms with
5 like-minded residents or those in similar cultural
6 backgrounds.

7 We would like to see increased support
8 from recreation, social work, or activity staff to
9 address isolations, fears, and related mental
10 health concerns.

11 And onto residents without advocates --
12 and I could tell you my mom, on a regular basis,
13 would tell me "if this is like this for me, Simon,
14 what must it be like for people that don't have
15 people coming in?" Some individuals at Orchard
16 Villa have no family or power of attorneys.

17 We know from experience how important
18 our advocacy efforts and hands-on assistance have
19 been in ensuring that even basic care needs for our
20 family members are and were met.

21 We recommend that if a resident does
22 not have an immediate family, friend, or power of
23 attorney or a designated contact, that a level of
24 staffing be provided to ensure that these
25 residents' needs are being met.

1 Furthermore, we recommend the
2 implementation of a group whose sole purpose is to
3 update the residents' well being and the health
4 status in the absence of family, friend, or power
5 of attorney advocate.

6 Marie?

7 MARIE TRIPP: Thank you. Retirement
8 living: Although we are speaking to long-term care
9 residents today, we're also mindful that the
10 outbreak in the long-term care side of Orchard
11 Villa had a devastating impact on the Orchard Villa
12 retirement community that is on the west side of
13 the building.

14 The retirement section of the home was
15 not included in many of the measures that were
16 taken to protect the long-term care residents. We
17 are aware that the staff and residents often
18 commingled between the two sections.

19 We recommend that, if any long-term
20 care home is housed under the same roof as a
21 retirement home, that all retirement residents and
22 staff be treated with the same urgent care equally.
23 Thank you.

24 CATHY PARKES: So that's the end of our
25 points. I did also just want to say that my father

1 was also a resident of Orchard Villa. He went in
2 in November of 2019 and passed away April the 15th,
3 2020. His name was Paul William Russell Parkes.

4 So while our real list of concerns is
5 actually quite a bit longer than this, the points
6 that you've heard were spoken because we feel it
7 most urgent and needed immediate action.

8 We would be remiss if we didn't also
9 speak to our worry that a culture of fear exists
10 among the staff at long-term care homes. This fear
11 put on the staff by owners and management has kept
12 the province from hearing the most important
13 details of what has occurred in our long-term care
14 homes aside from the residents' own stories.

15 We would like to see long-term care
16 staff being given the respect they deserve and to
17 create an environment where they are free to speak
18 the truth of what they have witnessed.

19 COMMISSIONER FRANK MARROCCO (CHAIR):
20 Cathy, can I stop you there for a minute?

21 Do you think they would come forward if
22 they thought there was some confidentiality
23 associated with what they were saying?

24 CATHY PARKES: Yes. I've actually been
25 approached anonymously in person, though, by staff

1 who knew my father, who knew the man who shared the
2 room with him. And they had things to say to me
3 that they were just too afraid to say because there
4 are internal documents that are being circulated
5 within the home from management and from owners
6 telling them not to speak even though I believe
7 that's not right.

8 But, you know, it's worded in such a
9 way that it just implies "you shouldn't be
10 speaking." And yet they really want to speak. I
11 mean, these staff members loved our families. They
12 saw them every day. And to have to watch them die
13 that way was upsetting, and they want to talk, but
14 they're terrified.

15 COMMISSIONER FRANK MARROCCO (CHAIR):
16 See, that's very interesting to me. We've heard
17 from others, like ONA, that the staff really were
18 fond of the people they were looking after.

19 And was that generally the impression
20 of the families that are here, that the staff had
21 formed some affection for the people they were
22 caring for?

23 CATHY PARKES: Yes. And, of course --
24 everyone's nodding -- there's certain staff members
25 who your family members had a tighter bond with.

1 And I mean, I was only there for -- my dad was
2 there for five months, and I became friends with
3 the staff members and learned to trust them and
4 talk about their personal lives and created a bond
5 with them. And I could see who my father really
6 connected with.

7 So yes, it becomes like a -- when you
8 have to leave your family in the care of someone
9 else, you need to build that relationship with them
10 and that bond with them, and oftentimes we did.

11 COMMISSIONER FRANK MARROCCO (CHAIR):
12 Did anybody notice problems before COVID? I'm
13 interested in the observations of that nature that
14 anyone might have made.

15 CATHY PARKES: Who wants to go first?

16 Yeah. I mean, I'll say first that, in
17 the brief time that my father was there, we dealt
18 with chronic UTIs, renal failure due to him not
19 being cleaned properly and changed properly, falls,
20 scrapes, bruises, left without eating for 48 hours,
21 staff to resident abuse that was reported. And I
22 never saw it on an incident report, but I certainly
23 did report it to management. And that was in five
24 months.

25 I know there are people who have had

1 family members in there a lot longer than my dad,
2 and it's been going on for quite a long time. I
3 think Carolin could probably speak to that.

4 Carolin, your mic is off.

5 CAROLIN WELLS: Okay. There we go.
6 Yes, there were definitely signs, big time. So my
7 dad was admitted April 9th, 2018 -- oh, sorry, no,
8 November 5th, 2018.

9 And the next day we got a call that he
10 had a lesion on his arm. He fell the day he was
11 admitted.

12 On November 15th, he fell out of bed,
13 and he hit his right elbow.

14 November 27th, he had a skin tear on
15 his right hand. He was in the TV room and tried to
16 stand.

17 He was found out in the parking lot.
18 And my dad could not walk. He was in a wheelchair.
19 He had had a major stroke. So he was found out in
20 the parking lot.

21 I'll just list three things -- or five
22 things that were quite significant. I put it in
23 my -- you know, when I spoke to you before.

24 There were allegations of sexual abuse,
25 my father being the victim. I don't have the

1 details now. My mom's the POA, but she
2 certainly -- it got found -- it was unfounded, but
3 there were allegations of it.

4 He fell out of the his wheelchair in
5 the shower. There should have been two PSWs in
6 there. There was only one, and he needed a lift,
7 which they did not use.

8 He had an eye injury here. He needed
9 medical intervention and needed to be sent to the
10 hospital.

11 And I'll say this: When they go to the
12 hospital, is it scares them. I'm sure you probably
13 know that it scares them. It's different. There's
14 different people around. Just that going and
15 coming is a big issue.

16 But I'm actually glad he was sent
17 because there's lots of times he should have been
18 sent and he was not, and I'll get to that.

19 Anyways, and my dad was found in
20 another resident's room one time. My dad was not
21 incontinent, so it bothered him that he had to wear
22 a diaper. They found them in there. His diaper
23 was off, and he had -- if you think of the foot
24 pedals on the bottom of the wheelchair, they can be
25 taken off.

1 So when they're taken off, there's,
2 like, a steel kind of -- hollow, steel tube. He
3 fell on that, and it went inside him and into his
4 rectum, and he had to go to the hospital and get
5 internal stitches and on his, obviously, outside.

6 The last one -- and this is very
7 telling -- very telling -- about them being
8 prepared/not prepared. I went to visit him. He
9 had a cough, and he sounded very hoarse. I
10 couldn't understand what it was, and then I heard
11 something about them saying "you know, it might be
12 pneumonia."

13 I think they finally sent him -- or I
14 can't remember if it was my mom or them. When he
15 got to the hospital, they said he was so dehydrated
16 that when they did the x-ray on his chest, they
17 could not see the pneumonia. They couldn't see the
18 fluid because he was so dry.

19 He had sores all over his face and his
20 mouth from the dehydration. He was septic,
21 totally -- he was septic, and his kidneys totally
22 shut down.

23 They said the gunk that came out of him
24 from his urinary tract was unbelievable. I'm
25 amazed that he made it, but he did, and he was back

1 at Orchard Villa shortly after that. I think it
2 was maybe a couple of months after that when COVID
3 came.

4 But, you know, to even sit there and
5 wonder whether to send them to the hospital -- I
6 don't understand. A lot of times they put it in
7 the hands of the loved ones, right? And my mom's a
8 pretty quiet person, and she was looking to the
9 doctors to make the decision, and that was an
10 obvious one. He almost died.

11 CATHY PARKES: Yeah. And we had the
12 same where we weren't told about his UTI until it
13 actually became so serious --

14 CAROLIN WELLS: Yeah.

15 CATHY PARKES: -- that he was going
16 into renal failure. And when we speak about -- the
17 dehydration is so prevalent. You know, you walk
18 into a long-term care home, and the temperatures
19 are unbelievably high.

20 And I understand, in the winter,
21 they're doing this because, you know, you get cold
22 as you get older. You kind of lose some of that
23 body heat. But they're not hydrating them enough
24 to deal with how incredibly -- it's like a sauna in
25 there.

1 And so my father would often say -- and
2 he was by a window -- that he was just hot,
3 overheated, sweating, and couldn't handle it, but
4 yet they're not bringing them water.

5 So this is part of the reason -- this
6 and, of course, having to wear, you know, adult
7 garments is the reason why you're dealing with so
8 many UTIs and why a lot of people end up in
9 hospital with dehydration. That seems to happen
10 quite a bit.

11 Does anybody else want to share their
12 stories about --

13 Catherine? Unmute.

14 LISA THEIS: Yes. It's Lisa. Thank
15 you.

16 CATHY PARKES: Oh, Lisa. I'm sorry.
17 You're --

18 LISA THEIS: Oh, no, we look a lot
19 alike.

20 There's three things that happened when
21 my dad was at Orchard Villa. When he went into
22 Orchard Villa in November of 2018 -- he said he was
23 settling in, and at his three month review, we sat
24 with the nurse staff and someone from nutrition and
25 a PSW representative and a nurse.

1 And we started to discuss Dad's medical
2 condition. And I said, "well, his AFib --" and the
3 nurse looks at me with a blank stare. "I didn't
4 know he had AFib."

5 And then I said "he also has a
6 condition that when he moves from lying down to
7 standing up or sitting to lying down, his blood
8 pressure drops rapidly." And they said "we don't
9 have that in his file."

10 So I panicked because the physician had
11 been making medical changes to his pharmaceutical
12 based on the information that they had. So I went
13 back to the table with the nurse after the meeting,
14 and we went through my dad's record that had been
15 transferred over from his GP, and every single
16 medical condition I had spoke to in the meeting was
17 in the report. Nobody had read it.

18 And the next time I saw the physician
19 in charge, I said "are his records now accurate?"
20 And he looked down and said "yes, they are, ma'am."

21 Another time I spoke to a nurse because
22 they weren't transferring my dad properly, and she
23 said to me: "I tell them all the time to transfer
24 him by the lift, but they just won't do what I
25 ask."

1 The other incident was dad got some
2 pressure sores on his bottom because his seat on
3 his wheelchair had deflated. And every day, a PSW
4 was supposed to check that it was still inflated
5 before they put him in his chair. And he had gone
6 two weeks sitting on metal, they figured, because
7 no one had checked to see that his seat was
8 inflated.

9 So it's the basic -- the very basic
10 things and the very dire things that aren't being
11 looked after. And they just -- I think it goes
12 back to -- once again, it's not that they don't
13 want to do these things. They don't have enough
14 staff.

15 COMMISSIONER FRANK MARROCCO (CHAIR):
16 All right. Thank you. Thank you.

17 Well, Cathy, were those all the
18 recommendations?

19 CATHY PARKES: Those were. I just
20 wanted to read the last little part of what we had
21 here.

22 COMMISSIONER FRANK MARROCCO (CHAIR):
23 Yeah, sure. Go ahead.

24 CATHY PARKES: Okay. Our faith has
25 been shaken during the past year. We've had to sit

1 helplessly as we watched our family members become
2 gravely ill and often die.

3 To us, this is not a question of where
4 to point fingers or debating on a public forum.
5 This has affected our lives forever.

6 We know that we must all face the loss
7 of our elderly loved ones at some point, but the
8 grieving that has come with knowing how they died
9 and how they suffered has come at a cost that can't
10 be put into words.

11 Our sincere hope is that, by speaking,
12 we will somehow affect a change. We appreciate the
13 recommendations you're putting together and that
14 you're doing. And for those that we still have
15 with us, we feel we have to speak for our spouse,
16 for our loved ones, and for our future generations.

17 Our ultimate and united goal is to see
18 the end of for-profit care in Ontario.

19 And that's all. Thank you.

20 COMMISSIONER FRANK MARROCCO (CHAIR):
21 Well, unless the commissioners have any questions
22 that I didn't ask --

23 FRED CRAMER: Can I just add a little
24 something about my mom too?

25 COMMISSIONER FRANK MARROCCO (CHAIR):

1 Go ahead. Sorry, I didn't mean to cut --

2 FRED CRAMER: No, I didn't get in there
3 quick enough there. My mom, the first day she went
4 to Orchard Villa, they were not ready for us. And
5 so we had to wait around. And they took my mom
6 down to her room, and they had nobody take her off
7 the gurney to do a patient transfer.

8 She is in a wheelchair, and she had two
9 people assist. And we waited, and the transport
10 people said they don't normally take the resident
11 off the gurney. But in this case, they did.

12 My mom, she was laying -- well,
13 actually, the bed wasn't even made. It was just a
14 plain mattress there. So found some sheets. That
15 was a little bit of a chore.

16 They put her down on the bed. She
17 didn't look too comfortable. We got taken in the
18 office and did her paperwork. And at that time, we
19 said about not giving my mom a flu shot. She had
20 violate reactions, and she was in the hospital for
21 days at a time back years ago. And they had it in
22 the charts, "no flu shot."

23 I just found out recently she did have
24 a flu shot. Now, luckily it didn't have any
25 reaction -- I don't think so. There's nothing in

1 the notes.

2 But just something that was in the
3 notes, "do not give flu shot. She has reactions."
4 But they gave it anyway, and they didn't tell me.

5 She had three falls as well. She had
6 two falls out of bed, and then the third fall was
7 really bad. She was right in front of the nursing
8 station, and she fell flat on her face and broke
9 the tip of her nose, and it was right in front of
10 the nursing station.

11 So one question I had: Why couldn't
12 they buckle up the seat belt on the wheelchair?
13 And they said they can't do that because it's a
14 restraint.

15 I found out later -- and it's in a
16 wheelchair that can be unbuckled like a seat belt
17 in a car -- that it is acceptable. So I think that
18 if she would have had her seat belt on, she
19 probably would not have fallen. And she was in the
20 hospital for about -- I think it was about six or
21 seven months, and the nurses there kept saying
22 "buckle up; buckle up."

23 You know, so I wondered why in the
24 hospital they stressed to buckle her up, but at
25 Orchard Villa, they said they can't do that.

1 What else was there? The falls and
2 just the -- at dinner time/lunch time, everybody
3 was crowded. It's just so many people. They just
4 start bumping into each other. The tables are
5 small, and the residents are back to back.

6 Most people were in wheelchairs, and
7 they didn't have enough room for the wheelchairs to
8 be back to back or even side to side. It was
9 really overcrowded, and that, really, should be one
10 of the things addressed. Either two sitting times,
11 or something has to be done there.

12 And up to COVID, you know, we saw these
13 things. During COVID, I don't know what happened.
14 I know she did have some bedsores as well that
15 kept continually -- looking after continually. So
16 I don't know if, during COVID, they do that for --
17 because the staffing levels were less. I'm not
18 sure.

19 But there were some bonds, I kind of
20 said. We got to know some of the PSWs, some of the
21 nurses. They were great.

22 Some of the other ones you had to sort
23 of play their game a little bit. They were not
24 very nice, but you had to really sort of do some
25 sort of -- like a little -- click with them, and

1 then they would help you a bit more.

2 But just overall, even before COVID
3 hit, there was just, I think, a lack of staffing.
4 That's pretty well about all we know is.

5 COMMISSIONER FRANK MARROCCO (CHAIR):
6 It's Carolin, is it?

7 Yeah, you're on -- there you go.

8 CAROLIN WELLS: Oh, sorry. I was just
9 going to say, too, then they would blame it on the
10 nurses. Like, administration would blame it on the
11 nurses and the PSWs, and they would say "oh, don't
12 to them," you know? And there was a real -- you
13 know, it was from top down. That's what I always
14 say, "top down."

15 CATHY PARKES: There was a real divide
16 between management and PSW and nursing staff, a
17 real divide, and lack of communication and lack of
18 coordination. That was always a problem.

19 CAROLIN WELLS: Yes. Like, when my dad
20 fell in the shower and she told me that the PSW was
21 put off work for a week or two without pay, like,
22 she -- Beverley, the director of care, thought that
23 I'd be pleased with that.

24 I wasn't pleased with that because
25 sure, she shouldn't have done that, but they're

1 also almost forced to do it, right? Like I said,
2 there's a -- like you guys were saying, there's a
3 climate of fear. Like, they have to get the
4 showers done. If they don't get the showers done,
5 they get in trouble.

6 I wasn't happy that that woman lost a
7 week's pay when she's probably not getting paid
8 that much. I just wanted my father to be treated
9 the proper way so he wouldn't get hurt. But there
10 was a lot of issues.

11 And another thing I was going to say,
12 this codex -- am I saying it right? Did everybody
13 find the codex -- was it codex? -- when Lisa was
14 talking -- because my dad had AFib. He had a whole
15 bunch of things.

16 And you'd ask about it, and they kept
17 telling us "oh, they're supposed to read it before
18 each shift. They're supposed to read that.
19 They're supposed to know about that."

20 But they didn't. There was tons of
21 times when they didn't. We'd go for meetings,
22 yearly meetings. My dad was freezing the whole
23 time. "Please just put a sweater on him all the
24 time." "Please give him his hanky that's
25 comforting for him, and he's got allergies." But

1 they just wouldn't follow through. So that's all.

2 MARIE TRIPP: Sorry, can I jump in for
3 a minute?

4 COMMISSIONER FRANK MARROCCO (CHAIR):
5 Sure.

6 MARIE TRIPP: Thank you. Marie Tripp.
7 My mom was Mary Walsh. As stated, she was in
8 there, in Orchard Villa, one year.

9 In that one year, there was two
10 separate investigations. One led to a nurse being
11 suspended for six months; the DOC, Beverley's
12 assistant, asked to resign; and retraining of all
13 staff. That was on one side.

14 Mom got transferred at my demand to
15 another wing. Over there, there was still the
16 problems, improper transferring. Mom's getting
17 bruised.

18 I go to Beverley again. Now, what
19 Beverley investigates -- and blaming the PSWs and
20 the nurses.

21 She was having them all retrained once
22 again and then deemed my mother a three-person
23 transfer. It was hard enough getting two people,
24 two PSWs. Now Beverley did this, three.

25 I asked for that to be changed back to

1 two. She would not do it. I stood outside my
2 mother's room without the people knowing I was
3 there and saying "we can't get anybody else.
4 Nobody wants to come in here. All they do is
5 complain."

6 So it's the management from there down,
7 as everybody keeps saying. I just had to get that
8 in there because two investigations in one year
9 with suspensions, asking to resign, and then a
10 second one. They just were clearly appeasing
11 myself. That's all they were doing. Thank you.

12 CATHERINE LEGERE: I just want to say
13 something too. I think my sister, Lisa, spoke to
14 three things that have happened with Dad.

15 Also, we found that there was an
16 overuse of -- well, considered, I guess, chemical
17 restraints. So Dad didn't always respond in a
18 positive way when he was getting his personal care,
19 and we kept trying to tell them how to engage with
20 him.

21 He was a very chatty, social person.
22 And if you kind of joked around with him, then you
23 could get him, you know, to engage. Or if you just
24 explained to him what you were doing, he would be
25 fine.

1 But consistently, we found that that
2 wasn't happening. And what they would do is they
3 were more keen to give him some kind of a
4 tranquilizer or sedative. I'm not sure what it
5 was, but they would give him a medication just to
6 calm him down rather than sort of approach him in a
7 more humane way. That was another problem we had.

8 CATHY PARKES: If I could just quickly
9 say -- I'm just getting some messages. For those
10 of you who joined but weren't sort of speakers
11 today, yes, please, feel free to speak.

12 I was being asked if it's okay if
13 everyone speaks. Anyone can.

14 So, Pamela, if you have something to
15 say...

16 You might be muted.

17 COMMISSIONER FRANK MARROCCO (CHAIR):
18 Well, I think --

19 CATHY PARKES: I guess not.

20 PAMELA BENDELL: Yeah, I'm there. Is
21 that okay? Can you hear me now?

22 CATHY PARKES: Yes.

23 PAMELA BENDELL: Okay. My name is
24 Pamela Bendell. My mother, June Bendell, passed
25 away on May 8th of this year. My parents were in

1 Ottawa, which is a retirement section, 2007 and
2 2008.

3 My mother was evicted because she ran
4 away. We put her in another long-term care
5 facility in Scarborough.

6 My dad passed away there, and I brought
7 my mom back to Orchard Villa in July 2009. So
8 she's been there a long time.

9 The adulate, I used to work in the
10 facility in the '80s. I understand the operation
11 of a private versus public facility. My mother had
12 a horrific time. She was nonverbal. To go through
13 that many years, 11 years, you would be here for
14 the rest of the night.

15 I will bring it up close to the
16 pandemic. If you remember the military report of a
17 woman being fed or a resident being fed lying down
18 and aspirated, that was my mother.

19 My mother shouldn't have been lying
20 down. My mother was nonverbal. My mother could
21 not feed herself. Hasn't been able to for about
22 four years.

23 I have no idea what happened to her
24 after March 8th, was my last visit with her. I do
25 have a resident inside that would send me videos

1 and update me on what was going on.

2 My mother lost a considerable amount of
3 weight, but yet the nursing home would tell me that
4 she was eating at 75 percent capacity. I said "she
5 would eat at 100 percent if she's fed, so where did
6 you get your 75 percent capacity?"

7 My mother had black eyes. I was in
8 with Beverley and Jason just before COVID because
9 they dropped the patient lifter on my mother's knee
10 and smashed her knee.

11 My mother had UTI infections. You talk
12 about annual reports with the family. We would
13 hear that my mother was getting a shower one night
14 and a bath another night.

15 Someone had changed her reporting. She
16 had not been in a tub or a shower for four years.

17 MARIE TRIPP: Oh!

18 PAMELA BENDELL: My mother had a broken
19 toe -- because when she was in a recliner --
20 because she was rigid -- she had Lewy body dementia
21 and Parkinson's.

22 Because she was rigid, when they turned
23 a corner, they broke her toe against a door frame.

24 Also, she had -- I said about her black
25 eyes; she had a broken toe; she had a shattered

1 knee.

2 When you talk about top down, yes, I
3 heard someone was going to be disciplined. They
4 just played one against the other.

5 And I happen to know one of the PSWs
6 because I used to work with her years ago, and she
7 was fabulous.

8 We had hired someone for eight years to
9 go into the facility three times a week to ensure,
10 when I was working or away, that my mom was being
11 fed.

12 There was one other thing that -- oh,
13 well, there's so many things. But at the end, when
14 my mother died, I was on the phone when she was
15 dying because she was choking.

16 And I had the doctor on one phone. I
17 had my brother on my cellphone, and he was
18 narrating it through.

19 And I was asking "could I come? Is she
20 going to go to the hospital?"

21 The coroner reached out to me and put
22 my mother's death was accidental. I since found
23 out he's changed the report to say that she died of
24 COVID. My mother didn't have COVID. So there's an
25 investigation into that. It's been lie after lie

1 after lie after lie.

2 And, Cathy, when you said about the
3 effect on us, it's unimaginable. Night after
4 night, I think about my mother lying in a bed,
5 can't speak, can't eat, can't do anything.

6 And I was getting emails saying she was
7 eating at 75 percent, 80 -- everything was fine.
8 She was being bathed.

9 No. Terrible. So that's what I have
10 to say.

11 COMMISSIONER FRANK MARROCCO (CHAIR):
12 Well, this is very helpful for us as, as was said.
13 It helps us stay grounded. And we --

14 Yes, Cathy?

15 CATHY PARKES: Oh, sorry. I didn't
16 mean to interrupt you. Go ahead.

17 COMMISSIONER FRANK MARROCCO (CHAIR):
18 No, no. What were you going to say?

19 CATHY PARKES: Well, I was going to say
20 this term of "they ate 75 percent of their meal,"
21 we need to encourage that to stop because if we're
22 looking at half of the sandwich and "they've eaten
23 75 percent of it," that's not accurate to their
24 nutritional needs daily.

25 And those terms don't work because that

1 is what was happening especially during April and
2 May. There wasn't kitchen staff, and they were
3 being served sandwiches. So eating 75 percent of
4 the sandwich can't possibly be helping in the way
5 that it should.

6 And I also want to speak to the point
7 that I had a real problem myself with not only a
8 lack of communication but then the communication
9 that I was getting was absolutely false.

10 The day I saw my father before he died,
11 he was comatose. I saw him through his window. I
12 was told he was sitting up and eating 75 percent of
13 his meal that day, and yet they couldn't get water
14 into him to give him his medication.

15 So the charting wasn't being done. Old
16 information was being given. My father's fever was
17 much higher than they were reporting on April
18 the 13th, two days before he passed away, but they
19 didn't have accurate information.

20 They were holding off on swabbing and
21 testing for COVID until a resident's temperature
22 reached a certain level. That can't happen. That
23 was awful. I had to demand that my father have a
24 COVID test.

25 So what little information we were

1 getting was absolutely false, and that's really
2 concerning.

3 COMMISSIONER FRANK MARROCCO (CHAIR):
4 Well, thank you very much for sharing this. We
5 are, you know, accessible through the counsel and
6 the people you've been dealing with.

7 You know, it's not as if, once this
8 interview is over, there's no way of getting ahold
9 of us or, you know, asking us or contacting us if
10 you feel the need to or if there's something you're
11 curious about.

12 But I want to thank you for coming, and
13 I want to thank you for the organized way. I
14 appreciate this last bit of conversation, which I
15 generated with that question, but your submission
16 was so orderly. It's very easy to follow, and we
17 understand what recommendations you're making.

18 We will probably issue further reports.
19 We're still working on that and what that will look
20 like. We're still trying to decide, but we do have
21 a bit of an idea of what we're going to do next.

22 And I want to thank you all again.

23 CATHY PARKES: Thank you.

24 COMMISSIONER FRANK MARROCCO (CHAIR):
25 And with that, I'll say good evening, and you know

1 where to find us. If you've got some information
2 you think would be helpful, please --

3 PAMELA BENDELL: Can I just close by
4 saying, sorry, I have photographs, if you'd like
5 photographs. I would be willing to share them to
6 you, if you'd like to see the proof I have.

7 COMMISSIONER FRANK MARROCCO (CHAIR): I
8 think that would be helpful. I don't know if it
9 was Ida or -- whoever you were dealing with that
10 made the arrangements, that would be the best way
11 to get them to us.

12 PAMELA BENDELL: Absolutely. But I
13 just want you to know there's photographs
14 available, and I'm sure I'm not the only family
15 member that has --

16 COMMISSIONER FRANK MARROCCO (CHAIR):
17 Well, you know, we're not prosecuting, but we will
18 get into this a bit, I think. And that sort of
19 thing can be quite helpful depending on what people
20 tell us.

21 CATHY PARKES: Thank you.

22 COMMISSIONER FRANK MARROCCO (CHAIR):
23 Okay. Good evening, everybody.
24 -- Adjourned at 4:56 p.m.

REPORTER'S CERTIFICATE

I, MCKAYA MCDONALD, CSR, Certified
Shorthand Reporter, certify:

That the foregoing proceedings were
taken before me at the time and place therein set
forth;

That all remarks made at the time
were recorded stenographically by me and were
thereafter transcribed;

That the foregoing is a true and
correct transcript of my shorthand notes so taken.

Dated this 25th day of October, 2020.



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<u>WORD INDEX</u>				
< \$ > \$2.33 21:25 \$7 21:25	5th 32:8 < 7 > 75 49:4, 6 51:7, 20, 23 52:3, 12	admitted 32:7, 11 adopted 24:22 adulate 48:9 adult 36:6 advance 23:16 advise 23:2 advised 23:15 advocacy 27:18 advocate 28:5 advocates 27:11 affect 39:12 affection 30:21 AFib 37:2, 4 44:14 afraid 30:3 after 6:15 14:9, 14 30:18 35:1, 2 37:13 38:11 42:15 48:24 50:25 51:1, 3 afternoon 4:4 age 10:20 ago 13:15 40:21 50:6 ahead 38:23 40:1 51:16 ahold 53:8 ailments 10:24 air 25:21 26:4, 14 alike 36:19 Alison 2:18 allegations 32:24 33:3 allergies 44:25 allocate 24:4 allocated 6:19, 20 allocations 24:2 allow 13:24 20:17 allowed 10:10 15:10 20:10 22:12 23:6 allowing 19:10 22:14 amazed 34:25 amount 23:5 49:2 and/or 15:4 Angela 2:5 annual 16:16 49:12 annually 23:15	anonymously 29:25 anybody 4:6 5:21 31:12 36:11 46:3 anyway 41:4 Anyways 33:19 appeasing 46:10 appraised 19:8 appreciate 39:12 53:14 approach 5:12, 13, 16 47:6 approached 29:25 appropriate 11:8 21:12 approximately 7:24 April 10:19 14:8, 13 17:9, 10 29:2 32:7 52:1, 17 areas 15:4 24:19 arm 32:10 arrangements 54:10 arrived 12:17 aside 29:14 asked 45:12, 25 47:12 asking 13:7 46:9 50:19 53:9 aspirated 48:18 aspirational 6:7 assessment 17:12 18:14 19:19 27:2 assignments 19:23 assist 40:9 assistance 27:18 Assistant 2:18 45:12 associated 29:23 ate 51:20 attempting 27:4 attending 1:14 attention 11:6, 9 attorney 10:6 27:23 28:5 attorneys 27:16	availability 11:22 available 11:21 54:14 aware 13:1, 3 15:8, 21 16:5 18:10 20:20, 21 21:16, 23 23:5 24:10 28:17 awful 52:23 < B > back 5:8, 18 6:15, 16 34:25 37:13 38:12 40:21 42:5, 8 45:25 48:7 backgrounds 27:6 bad 41:7 banned 22:8 based 37:12 basic 8:18 16:7 27:19 38:9 basically 9:18 basis 27:12 bath 49:14 bathed 51:8 baths 25:21 bear 9:7 bed 25:15 26:25 32:12 40:13, 16 41:6 51:4 bedding 24:11 beds 25:14 bedsore 24:15 bedsores 10:25 11:4 25:15 42:14 began 8:10 beginning 12:1 15:24 20:25 believe 12:7 30:6 belt 41:12, 16, 18 Bendell 3:20 47:20, 23, 24 49:18 54:3, 12 benefits 16:22 best 18:22 54:10 better 6:14 16:21, 22

Beverley 43:22
45:18, 19, 24
49:8
Beverley's 45:11
Bianchi 2:22
big 32:6 33:15
Bill 3:13
bit 5:3 8:7
29:5 36:10
40:15 42:23
43:1 53:14, 21
54:18
biweekly 26:5
black 49:7, 24
blame 43:9, 10
blaming 45:19
blank 37:3
blood 37:7
body 35:23
49:20
Boily 3:19
bond 30:25
31:4, 10
bonds 42:19
bothered 33:21
bottom 33:24
38:2
break 6:20
brief 31:17
bring 6:16
48:15
bringing 36:4
broke 41:8
49:23
broken 49:18, 25
brother 50:17
brought 8:7
12:8 48:6
bruised 45:17
bruises 11:1, 5
31:20
buckle 41:12,
22, 24
budget 21:24
22:3
build 31:9
building 12:4
15:5 28:13
bumping 42:4
bunch 44:15

< C >
call 23:1 32:9
calm 47:6

cameras 20:15
Canada's 22:2
Canadian 24:18
capacity 49:4, 6
car 41:17
CARE 1:7 2:19,
21, 22, 25 3:1, 4,
5 8:1, 19 11:5,
23 12:19 13:8,
14 14:2 16:2, 7
17:2, 4 19:5, 16
20:17 21:19
22:21 23:6, 7, 9,
13, 21 25:6, 9,
17, 18 27:19
28:8, 10, 16, 20,
22 29:10, 13, 15
31:8 35:18
39:18 43:22
46:18 48:4
caregiver 10:14
caring 30:22
Carolyn 2:11
4:7, 10, 13, 16,
20 9:14 10:16,
17 11:24 12:11
14:21, 22 15:6,
8 16:19, 20
17:21 18:10
25:23, 24 26:2,
7, 8, 19 32:3, 4,
5 35:14 43:6, 8,
19
case 14:14
40:11
Catherine 3:11
7:1, 4 36:13
46:12
Cathy 2:10
3:15 4:7, 14
6:25 7:1, 5, 7, 8,
18 9:16, 20, 24
10:3 11:13
12:11 13:12, 13
15:6, 18 17:5
19:17, 18 22:6,
7 25:25 26:6,
17, 20, 21 28:24
29:20, 24 30:23
31:15 35:11, 15
36:16 38:17, 19,
24 43:15 47:8,
19, 22 51:2, 14,
15, 19 53:23

54:21
caught 6:6
cellphone 50:17
certain 30:24
52:22
certainly 31:22
33:2
certificate 21:14
25:1 55:1
certificates
20:20, 21, 24
21:5, 12
certification
25:3
certified 16:12
55:3
certify 55:4
cetera 18:4
CHAIR 4:3, 18,
22 7:3, 6, 16
9:19, 25 17:22
18:2, 8 29:19
30:15 31:11
38:5, 15, 22
39:20, 25 43:5
45:4 47:17
51:11, 17 53:3,
24 54:7, 16, 22
change 39:12
changed 31:19
45:25 49:15
50:23
changes 37:11
changing 25:15
charge 37:19
CHARTERED
55:25
charting 20:5, 6
52:15
charts 20:1, 4
40:22
chatty 46:21
check 38:4
checked 38:7
chemical 46:16
chest 34:16
choking 50:15
chore 40:15
chronic 31:18
circulated 30:4
claimed 13:5
cleaned 31:19
cleaning 24:21,
24, 25

cleansing 25:16
clearly 46:10
click 42:25
climate 44:3
close 48:15
54:3
closely 15:3
codex 44:12, 13
cognitive 25:8
cohorting 13:2
Coke 2:5 4:5
cold 35:21
comatose 52:11
come 9:13
29:21 39:8, 9
46:4 50:19
comfortable
40:17
comforting
44:25
coming 27:15
33:15 53:12
commencing
4:1
commingled
28:18
COMMISSION
1:7 2:19, 21, 22,
25 3:2, 5 22:24
Commissioner
2:4, 5, 6 4:3, 4,
5, 18, 22 7:3, 6,
16 9:19, 25
17:22 18:2, 8
29:19 30:15
31:11 38:15, 22
39:20, 25 43:5
45:4 47:17
51:11, 17 53:3,
24 54:7, 16, 22
commissioners
39:21
common 15:4
communication
8:16 19:5
43:17 52:8
communications
18:22 19:10
community
28:12
COMPANY
55:23
comparison
17:13
complain 46:5

compliance
23:25
comprehensive
23:16
concerned 10:2
21:3 22:20
concerning 53:2
concerns 9:18
27:10 29:4
condition 37:2,
6, 16
conferencing
19:11
confidentiality
29:22
confirmed 12:25
conflicting 19:1
congregate
14:11
connected 31:6
considerable
49:2
considered
46:16
consistent 14:23
consistently
47:1
consuming 22:5
contact 12:9
20:18 27:23
contacting 53:9
contained 19:1
continually
42:15
continue 12:21
26:16
continued
14:10, 11, 13
continues 12:18
20:11
continuing
16:17
contributed 12:8
control 11:25
12:3, 5, 22
16:14 24:19, 21,
23, 25
conversation
4:25 53:14
conveyed 18:25
coordination
43:18
corner 49:23
coroner 50:21

<p>Correct 18:7 55:15 correction 23:22 cost 39:9 cough 34:9 Counsel 2:22 3:3, 5 53:5 couple 6:11 35:2 course 5:19 7:13 30:23 36:6 COVID 12:8 17:10 22:13 31:12 35:2 42:12, 13, 16 43:2 49:8 50:24 52:21, 24 COVID-19 1:7 8:2 12:25 14:8, 15 21:2 COVID-19- positive 13:3 20:23 COVID-positive 15:3 Cramer 2:12 4:15 9:15 14:4, 5, 6 15:20 19:25 24:2 39:23 40:2 cramped 13:23 create 29:17 created 5:6, 9 31:4 crowded 42:3 CSR 55:3, 24 cultural 27:5 culture 29:9 curious 53:11 current 10:4 cut 40:1</p> <p>< D > dad 31:1 32:1, 7, 18 33:19, 20 36:21 37:22 38:1 43:19 44:14, 22 46:14, 17 48:6 Dad's 37:1, 14 daily 15:22 25:15, 16 51:24 damaged 22:23 damaging 20:11</p>	<p>date 21:1 Dated 55:18 Dawn 2:20 day 1:15 11:15 21:7, 25 30:12 32:9, 10 38:3 40:3 52:10, 13 55:18 days 24:11 26:25 40:21 52:18 deal 35:24 dealing 36:7 53:6 54:9 dealt 31:17 death 10:8 14:8 20:22, 24 21:2, 4, 10, 11 23:2 50:22 deaths 13:21 21:8 debating 39:4 decide 53:20 decided 8:22 decision 35:9 decks 6:6 declared 8:3 12:23 decline 25:7 26:23 dedicated 13:10 deemed 22:14 45:22 deep 24:21, 24, 25 definitely 32:6 deflated 38:3 dehydrated 34:15 dehydration 8:18 34:20 35:17 36:9 demand 45:14 52:23 dementia 49:20 denial 26:11 denied 8:18 10:23 11:11 26:10 27:1 dental 25:17 depending 6:21 54:19 Deputy 2:18 Derek 3:1</p>	<p>deserve 29:16 deserved 16:3 designated 27:23 details 8:12 29:13 33:1 determine 18:15 20:6 devastating 28:11 diaper 33:22 die 30:12 39:2 died 35:10 39:8 50:14, 23 52:10 dietary 23:17 differ 8:12 different 10:9 33:13, 14 dine 14:10 dinner 42:2 dire 38:10 Director 2:20 3:1 43:22 disciplined 50:3 discovered 8:11 discovering 8:16 discuss 37:1 disinfecting 24:22 distance 15:4 distancing 14:18, 20, 23 distribution 19:21 divide 43:15, 17 DOC 45:11 doctor 50:16 doctors 11:9 18:11 35:9 documentation 21:4 24:23 documented 24:17 documents 30:4 doing 6:5 35:21 39:14 46:11, 24 do-not- resuscitate 10:15 door 12:4 49:23 doors 26:14</p>	<p>Doreen 12:14 Dorothy 3:18 dramatically 23:5 dropped 23:5 49:9 drops 37:8 Drummond 2:18 dry 34:18 due 11:18 14:8 15:9 17:11 31:18 Durham 19:3 23:2 duty 16:15 dying 11:17 50:15</p> <p>< E > early 20:2 easy 53:16 eat 49:5 51:5 eaten 51:22 eating 31:20 49:4 51:7 52:3, 12 echoing 9:10 educators 17:1 effect 26:24 51:3 effective 23:25 efforts 27:18 elbow 32:13 elderly 11:3 39:7 Elisabeth 3:9 emails 51:6 employment 16:21 encourage 51:21 endured 18:18 enduring 27:3 enforced 12:10 engage 46:19, 23 enrollment 17:1 ensure 14:16 16:17 23:25 27:24 50:9 ensuring 19:12 27:19 enter 15:5, 10, 16</p>	<p>entered 17:8 18:11 entering 22:17 entertainment 14:12, 19 entrances 15:1 environment 26:15 29:17 environmental 23:18 equally 28:22 equipment 11:19, 25 22:16 especially 15:15 16:4 21:18 52:1 ethics 16:14 evening 16:5 53:25 54:23 event 5:17 events 8:1 everybody 4:17 42:2 44:12 46:7 54:23 everybody's 4:21 everyone's 30:24 evicted 48:3 example 10:25 exists 29:9 exit 13:25 15:5 exits 15:1 experience 27:17 experienced 22:21 experiencing 24:18 explained 46:24 extreme 8:17 extremely 16:1 eye 33:8 eyes 49:7, 25</p> <p>< F > fabulous 50:7 face 34:19 39:6 41:8 facility 48:5, 10, 11 50:9 fact 11:18 failing 11:22 failure 31:18</p>
---	--	--	--	---

<p>35:16 faith 38:24 fall 23:7 41:6 fallen 41:19 falls 10:25 11:4 31:19 41:5, 6 42:1 false 20:14 52:9 53:1 Families 2:10, 11, 12, 13, 14 3:7, 8, 9, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20 7:22, 23 8:15, 21 10:9 11:16 18:13 19:8 30:11, 20 family 10:22 13:1, 3 18:18 19:6, 11 20:10, 17 22:4, 8, 11, 15 26:12 27:16, 20, 22 28:4 30:25 31:8 32:1 39:1 49:12 54:14 fashion 25:2 father 10:18 28:25 30:1 31:5, 17 32:25 36:1 44:8 52:10, 23 father's 52:16 fear 29:9, 10 44:3 fears 27:9 fed 21:20 48:17 49:5 50:11 feed 48:21 feel 7:13 9:6 10:8 13:18, 19 15:13 25:11 29:6 39:15 47:11 53:10 feeling 26:11 Feeney 3:16 fell 25:8 32:10, 12 33:4 34:3 41:8 43:20 felt 5:4, 10 fever 52:16 fields 17:2</p>	<p>figured 38:6 file 37:9 fill 21:14 filled 19:15 final 22:9 finally 34:13 find 6:14 44:13 54:1 findings 21:13 fine 46:25 51:7 finer 8:12 fingers 39:4 finish 26:1 finished 6:1 flat 41:8 Fleming 10:18 flu 40:19, 22, 24 41:3 fluid 34:18 follow 45:1 53:16 followed 13:2 follow-up 23:20 fond 30:18 food 16:6 19:20 21:21 22:2, 5 foot 25:18 33:23 forced 20:12 44:1 foregoing 55:6, 14 forever 39:5 formed 8:1 30:21 formulate 7:10 for-profit 24:3 39:18 forth 55:8 forum 39:4 forward 9:5 29:21 found 8:3, 7 20:2 22:23 32:17, 19 33:2, 19, 22 40:14, 23 41:15 46:15 47:1 50:22 four-bed 13:15 14:2 frame 49:23 Frank 2:3 4:3, 18, 22 7:3, 6, 16 9:19, 25 17:22</p>	<p>18:2, 8 29:19 30:15 31:11 38:15, 22 39:20, 25 43:5 45:4 47:17 51:11, 17 53:3, 24 54:7, 16, 22 Franklin 2:24 Fred 2:12 4:14, 15, 20 9:15 14:4, 5 15:19, 20 19:24, 25 24:1, 2, 9 39:23 40:2 free 7:13 29:17 47:11 freezing 44:22 fresh 26:14 friend 27:22 28:4 friends 31:2 front 12:4, 7 41:7, 9 full 22:16 function 25:8 Funding 24:2 funds 24:4 furniture 13:24 Furthermore 28:1 future 24:25 39:16 < G > game 42:23 gaping 20:2 garments 24:11, 12 36:7 gathered 8:6 gathering 14:19 Gayman 3:15 generally 30:19 generated 53:15 generations 39:16 give 41:3 44:24 47:3, 5 52:14 given 29:16 52:16 giving 40:19 glad 33:16 Glen 3:12 goal 39:17</p>	<p>Good 4:4 5:20, 23 11:15 53:25 54:23 government 24:5 GP 37:15 grateful 6:9 gravely 39:2 great 42:21 grew 8:10 grieving 39:8 grounded 51:13 grounds 6:5 group 7:21 8:1, 10, 21, 24 9:2 28:2 groups 14:11 guess 4:11 5:5 46:16 47:19 Guide 22:2 guidelines 14:18 gun 5:3 gunk 34:23 gurney 40:7, 11 guys 44:2 < H > half 5:19 51:22 hallways 15:1 hand 12:6 19:13 32:15 handle 36:3 hands 35:7 hands-on 27:18 hanky 44:24 happen 36:9 50:5 52:22 happened 6:8 36:20 42:13 46:14 48:23 happening 47:2 52:1 happy 44:6 hard 45:23 Health 3:3 10:12 11:4 12:17 15:9 19:9 25:7 26:7, 9, 12, 23 27:10 28:3 hear 6:10 47:21 49:13 heard 23:8 29:6 30:16 34:10 50:3</p>	<p>hearing 5:13 29:12 hearings 8:25 heat 35:23 Held 1:14 Hello 4:9 7:4 14:5 help 43:1 helpful 18:13 51:12 54:2, 8, 19 helping 52:4 helplessly 39:1 helps 51:13 Hi 7:5 12:13 high 22:20 35:19 higher 52:17 highlight 11:5 highlighted 18:20 hired 50:8 hit 32:13 43:3 hoarse 34:9 hold 21:9 holding 52:20 holes 20:2 hollow 34:2 home 8:4, 9 10:13 12:9 13:1, 5, 8 14:15 16:24 18:11, 22 19:13, 16 22:15 23:10, 14, 15, 23, 24 24:19 28:14, 20, 21 30:5 35:18 49:3 homes 14:2 19:5 20:17 21:19 23:6 24:4 29:10, 14 Honourable 2:3 hope 39:11 horrific 48:12 hospital 10:11, 15 11:23 12:17 33:10, 12 34:4, 15 35:5 36:9 40:20 41:20, 24 50:20 hospitalizations 11:10 hot 36:2 hour 6:21 hours 31:20 housed 28:20</p>
---	--	---	--	--

<p>humane 15:13 47:7</p> <p>hurry 5:3</p> <p>hurt 44:9</p> <p>hydrated 10:5</p> <p>hydrating 35:23</p> <p>hydration 16:6</p> <p>Hygiene 24:8 25:17</p> <p>< I ></p> <p>Ida 2:22 54:9</p> <p>idea 5:23 48:23 53:21</p> <p>identified 13:14</p> <p>ill 39:2</p> <p>immediate 23:12 27:22 29:7</p> <p>immediately 22:4</p> <p>impact 11:3 28:11</p> <p>impartial 19:15</p> <p>implementation 26:13 28:2</p> <p>implemented 26:4</p> <p>implies 30:9</p> <p>important 6:3 9:7 27:17 29:12</p> <p>impression 30:19</p> <p>improper 45:16</p> <p>incentives 16:25</p> <p>incident 31:22 38:1</p> <p>include 13:10 19:12 21:2 25:13</p> <p>included 28:15</p> <p>includes 16:22</p> <p>including 11:9 14:13 16:13 19:9 22:10</p> <p>inconsistent 18:23</p> <p>incontinent 33:21</p> <p>incorrect 18:25</p> <p>increased 22:3 26:11 27:7</p> <p>incredibly 35:24</p> <p>indicate 10:4</p>	<p>17:14</p> <p>indicating 18:25</p> <p>individuals 27:15</p> <p>infected 11:17 19:1</p> <p>infection 11:24 12:3, 5, 21 16:14</p> <p>infections 13:21 24:15, 16 49:11</p> <p>inflated 38:4, 8</p> <p>inform 10:13 17:18</p> <p>information 8:4, 8 17:17, 19 18:12, 18, 19, 24 19:2 20:7, 13 24:5 37:12 52:16, 19, 25 54:1</p> <p>informed 10:10</p> <p>initial 25:5</p> <p>injury 33:8</p> <p>in-room 20:15</p> <p>inside 16:9 34:3 48:25</p> <p>insist 10:12 22:11</p> <p>inspection 23:19 25:1</p> <p>Inspections 23:4, 16 25:22 26:4</p> <p>inspectors 23:18, 21</p> <p>interest 8:25</p> <p>interested 31:13</p> <p>interesting 30:16</p> <p>interim 5:2 9:3</p> <p>internal 30:4 34:5</p> <p>interrupt 6:13 51:16</p> <p>INTERRUPTION 9:9</p> <p>interval 24:20</p> <p>intervention 33:9</p> <p>interview 53:8</p> <p>introduce 17:7</p> <p>invested 8:25</p> <p>investigates 45:19</p>	<p>investigation 5:13, 15 21:11 24:3, 14 50:25</p> <p>investigations 45:10 46:8</p> <p>involving 23:17</p> <p>isolated 13:8</p> <p>isolation 12:24 13:2, 11 26:11 27:3</p> <p>isolations 27:9</p> <p>issue 33:15 53:18</p> <p>issues 11:2 18:18 24:19 44:10</p> <p>items 22:22</p> <p>< J ></p> <p>Jack 2:6 4:4</p> <p>James 10:18</p> <p>Jason 49:8</p> <p>Jessica 2:24 3:19</p> <p>joined 4:4 47:10</p> <p>joked 46:22</p> <p>July 48:7</p> <p>jump 45:2</p> <p>jumped 5:2</p> <p>June 47:24</p> <p>< K ></p> <p>Kate 3:5</p> <p>keen 47:3</p> <p>keeps 46:7</p> <p>kept 13:4 15:3 29:11 41:21 42:15 44:16 46:19</p> <p>kidneys 34:21</p> <p>kind 9:1 34:2 35:22 42:19 46:22 47:3</p> <p>kitchen 19:20 52:2</p> <p>Kitts 2:6 4:4</p> <p>knee 49:9, 10 50:1</p> <p>knew 30:1</p> <p>knowing 39:8 46:2</p> <p>< L ></p>	<p>lack 8:16 14:23 17:11 18:19 43:3, 17 52:8</p> <p>lands 13:18</p> <p>large 14:10, 19</p> <p>larger 8:8</p> <p>Laurel 3:7</p> <p>law 23:3</p> <p>laying 40:12</p> <p>Lead 2:3, 24</p> <p>learned 31:3</p> <p>leave 31:8</p> <p>led 13:20 25:6 45:10</p> <p>left 24:10 26:25 31:20</p> <p>legal 20:19</p> <p>Legere 3:11 46:12</p> <p>lesion 32:10</p> <p>Leswal 3:17</p> <p>Lett 3:1</p> <p>level 22:20 27:23 52:22</p> <p>levels 15:21 42:17</p> <p>Lewy 49:20</p> <p>licenses 21:9</p> <p>lie 50:25 51:1</p> <p>life 13:19 22:10, 14</p> <p>life-saving 11:18</p> <p>lift 33:6 37:24</p> <p>lifter 49:9</p> <p>like-minded 7:14 27:5</p> <p>limited 25:13</p> <p>lines 25:20</p> <p>Lisa 3:8 4:12 36:14, 16, 18 44:13 46:13</p> <p>lived 7:23 14:6</p> <p>lives 31:4 39:5</p> <p>living 13:17 28:8</p> <p>lobby 12:7 14:12</p> <p>lockdown 10:7 14:9 15:24 18:19 20:2, 25</p> <p>long 32:2 48:8</p> <p>longer 29:5 32:1</p> <p>LONG-TERM 1:7 2:19, 20, 22,</p>	<p>25 3:1, 4, 5 8:1 12:19 13:8, 14 14:2 17:2 19:5, 16 20:16 21:19 22:21 23:6, 9, 13, 21 25:9 28:8, 10, 16, 19 29:10, 13, 15 35:18 48:4</p> <p>looked 37:20 38:11</p> <p>looking 5:8, 18 30:18 35:8 42:15 51:22</p> <p>looks 37:3</p> <p>lose 35:22</p> <p>loss 8:12 22:21 39:6</p> <p>lost 44:6 49:2</p> <p>lot 6:6 32:1, 17, 20 35:6 36:8, 18 44:10</p> <p>lots 33:17</p> <p>loved 8:5, 13, 17 19:8, 11 20:1, 13, 18 22:9, 12 26:24 30:11 35:7 39:7, 16</p> <p>luckily 40:24</p> <p>lying 37:6, 7 48:17, 19 51:4</p> <p>Lynn 3:3</p> <p>< M ></p> <p>ma'am 37:20</p> <p>made 17:20 19:23 20:7 22:3 24:6, 24 31:14 34:25 40:13 54:10 55:10</p> <p>Mahoney 3:3</p> <p>main 15:1</p> <p>maintained 11:19</p> <p>major 32:19</p> <p>making 37:11 53:17</p> <p>man 30:1</p> <p>management 12:9 13:5 23:1 29:11 30:5 31:23 43:16</p>
--	--	---	---	--

<p>46:6 mandate 13:7 mandatory 22:3 23:24 25:13 manner 16:2 March 14:9 20:3 21:7 48:24 Marie 2:13 4:10, 20 9:15 11:14, 15 17:5, 6, 7 18:1, 7 20:19 22:18, 19 28:6, 7 45:2, 6 49:17 Marion 3:16 Marrocco 2:3 4:3, 18, 22 7:3, 6, 16 9:19, 25 17:22 18:2, 8 29:19 30:15 31:11 38:15, 22 39:20, 25 43:5 45:4 47:17 51:11, 17 53:3, 24 54:7, 16, 22 Mary 17:8 45:7 masking 14:24 mattress 40:14 McDonald 3:24 55:3, 24 McGrann 3:5 McKaya 3:24 55:3, 24 meal 21:24, 25 22:3 51:20 52:13 meals 14:16 19:21 22:1 means 6:12 measures 28:15 media 8:6 19:2 medical 10:22 11:8 21:9 33:9 37:1, 11, 16 medication 16:7 47:5 52:14 MEETING 1:7 6:9 7:19 12:20 37:13, 16 meetings 44:21, 22 Member 2:10, 11, 12, 13, 14 3:7, 8, 10, 11, 12, 13, 14, 15, 16, 17,</p>	<p>18, 19, 20 16:23 18:18 54:15 members 8:23 10:22 13:1, 3 19:7 20:11, 17 22:8, 11, 16 26:12 27:20 30:11, 24, 25 31:3 32:1 39:1 mental 19:9 26:7, 9, 23 27:1, 9 messages 47:9 met 20:7 27:20, 25 metal 38:6 mic 32:4 middle 5:6, 9, 21 military 11:15 18:20 21:19 24:18 48:16 mindful 28:9 minimum 25:17, 18, 21 Minister 2:18 ministers 23:9 Ministry 3:3 13:14 23:21 minute 17:23 29:20 45:3 minutes 6:21 misplaced 22:22 moderate 4:8 moderator 4:24 7:9 mom 27:12 34:14 39:24 40:3, 5, 12, 19 45:7, 14 48:7 50:10 moments 22:10 mom's 33:1 35:7 45:16 monitored 12:7 15:3 month 36:23 months 21:7 26:10 27:3 31:2, 24 35:2 41:21 45:11 mother 12:14 14:6 17:8 45:22 47:24 48:3, 11, 18, 19, 20 49:2, 7, 11,</p>	<p>13, 18 50:14, 24 51:4 mother's 46:2 49:9 50:22 mouth 34:20 move 15:18 moved 13:24 moves 37:6 moving 18:17 multiple 14:17 19:13 21:8 muted 47:16 < N > narrating 50:18 nature 31:13 necessary 17:1 21:1 necessity 8:2 19:14 needed 29:7 33:6, 8, 9 needs 15:13 27:19, 25 51:24 NEESONS 55:23 negative 13:4 26:12 neglect 8:17 nice 42:24 night 48:14 49:13, 14 51:3, 4 Nisbet 2:14 4:9 9:15 12:12, 13, 14 18:17 21:16 23:4 24:8 26:3, 20, 22 nodding 30:24 non-COVID 10:24 nonexistent 18:24 nonverbal 48:12, 20 normal 22:5 normally 40:10 nose 41:9 notes 41:1, 3 55:15 notice 23:10 31:12 noticed 10:21 notification 11:10 notified 10:6 22:4</p>	<p>nourished 10:5 21:17 November 29:2 32:8, 12, 14 36:22 Number 10:21 14:22 15:7 19:19, 25 20:9, 19 21:3 22:19, 25 26:9 numbers 8:10 17:15 18:25 nurse 21:14 36:24, 25 37:3, 13, 21 45:10 nurses 41:21 42:21 43:10, 11 45:20 nursing 17:2 23:17 41:7, 10 43:16 49:3 nutrition 17:3 36:24 nutritional 22:1 51:24 < O > obligation 5:4 observation 10:22 observations 31:13 observed 12:2, 5 14:23 obtain 14:17 obtained 20:1 obvious 35:10 occurred 5:17 29:13 October 1:15 55:18 office 40:18 oftentimes 31:10 Old 52:15 older 35:22 ONA 30:17 ones 8:5, 13, 17 19:8, 11 20:1, 13, 18 22:9, 12 26:24 35:7 39:7, 16 42:22 ongoing 25:19</p>	<p>Ontario 14:3 16:13 23:14 39:18 operation 48:10 Operations 2:20 Orchard 2:10, 11, 12, 13, 14 3:7, 8, 9, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20 7:22 8:3, 21 10:19 12:2, 15, 18, 23 13:16 14:7, 14 15:25 18:21 20:5 21:24 23:1 24:18 25:5 27:15 28:10, 11 29:1 35:1 36:21, 22 40:4 41:25 45:8 48:7 orderly 53:16 organized 53:13 Ottawa 48:1 outbreak 8:2 12:1 13:9 16:10 19:3 25:12 28:10 outbreaks 19:6 26:5, 15 outcome 10:9 outdoors 26:10 outlined 25:9 outside 14:24 16:9 25:20 34:5 46:1 overall 43:2 overcrowded 42:9 overheated 36:3 overlap 9:5 overlapped 9:22 overlaps 9:21 overnight 16:5 overuse 46:16 owners 29:11 30:5 oxygen 11:18, 20, 22 < P > p.m 1:16 4:1 54:24 paid 17:24</p>
---	--	---	--	---

<p>18:5 44:7 Palin 2:20 Pam 3:14 Pamela 3:20 47:14, 20, 23, 24 49:18 54:3, 12 pandemic 10:25 11:12 12:1, 22 15:21 17:12, 15 18:12 19:20, 22 21:5, 18, 24 22:7 24:13, 16 25:20 48:16 panicked 37:10 paperwork 40:18 parents 47:25 Parkes 2:10 6:25 7:1, 5, 8, 18 9:16, 24 10:3 11:13 12:11 13:13 15:6, 18 17:5 19:18 22:7 25:25 26:6, 17, 21 28:24 29:3, 24 30:23 31:15 35:11, 15 36:16 38:19, 24 43:15 47:8, 19, 22 51:15, 19 53:23 54:21 parking 32:17, 20 Parkinson's 49:21 part 8:20 26:1 36:5 38:20 participants 1:14 2:16 particularly 11:6 party 19:15 pass 25:2 passed 10:19 17:9 29:2 47:24 48:6 52:18 patient 40:7 49:9 Paul 29:3 pay 16:22 18:6 43:21 44:7 payable 17:18 payroll 17:17 pedals 33:24</p>	<p>people 6:16 7:25 9:23 18:3 27:14, 15 30:18, 21 31:25 33:14 36:8 40:9, 10 42:3, 6 45:23 46:2 53:6 54:19 percent 49:4, 5, 6 51:7, 20, 23 52:3, 12 perilous 10:13 person 29:25 35:8 46:21 personal 11:25 17:3 22:16, 20, 22 31:4 46:18 person's 11:3 perspective 6:4 pest 24:19, 21, 23, 25 pharmaceutical 37:11 phone 19:10 50:14, 16 photographs 54:4, 5, 13 physical 17:3 26:23 physician 21:13 37:10, 18 physicians 18:15 picture 8:8 place 27:4 55:7 placed 21:21 plain 40:14 plan 16:8 23:22 plans 12:23 play 42:23 played 50:4 pleased 43:23, 24 pneumonia 34:12, 17 POA 10:14 33:1 POAs 10:10 11:11 point 39:4, 7 52:6 points 12:22 28:25 29:5 Police 23:2 Policy 2:24 3:1 poor 12:17</p>	<p>position 19:14 positive 46:18 possible 14:3, 20 possibly 52:4 posted 25:2, 3 potential 15:11 power 10:5 27:16, 22 28:4 PPE 12:22 16:14 preliminary 5:10 prepared 34:8 prepared/not 34:8 PRESENT 3:22 20:25 21:7 22:9, 12 presentation 9:12 presented 19:2 PRESENTERS 2:8 pressure 37:8 38:2 pretty 35:8 43:4 prevalent 35:17 prevent 25:15 primarily 5:5 Prior 15:20 21:17, 23 24:13 private 48:11 problem 25:19 43:18 47:7 52:7 problems 31:12 45:16 procedures 12:3 13:2 proceed 6:18 proceeding 5:14 proceedings 55:6 pronounce 21:9 pronounced 21:8 proof 54:6 proper 14:17 44:9 properly 11:19 21:17 31:19 37:22 property 22:20 prosecuting 54:17 protect 28:16</p>	<p>protective 11:25 22:16 protocols 15:14 16:18 provide 19:13 22:15 provided 11:6 27:24 Providence 17:8 providing 20:12 province 29:12 provincial 24:4 PSW 36:25 38:3 43:16, 20 PSWs 33:5 42:20 43:11 45:19, 24 50:5 public 5:14 17:20 19:23 20:8 24:6, 24 39:4 48:11 purpose 28:2 purposes 14:12, 19 put 9:4, 5 29:11 32:22 35:6 38:5 39:10 40:16 43:21 44:23 48:4 50:21 putting 39:13 < Q > quality 13:19 16:21 25:21 26:4 question 6:13, 17 39:3 41:11 53:15 questions 6:12 7:11, 13 9:13 39:21 quick 40:3 quickly 5:5, 11 47:8 quiet 35:8 quite 29:5 32:2, 22 36:10 54:19 < R > raise 17:1 raising 15:11 ran 48:3 rapidly 37:8</p>	<p>rarely 18:11 ratios 16:9 reach 21:21 reached 50:21 52:22 reaction 40:25 reactions 40:20 41:3 read 6:1 9:3 37:17 38:20 44:17, 18 ready 6:24 40:4 real 29:4 43:12, 15, 17 52:7 reality 6:5, 8 8:15 really 6:3, 10 30:10, 17 31:5 41:7 42:9, 24 53:1 reason 36:5, 7 receive 11:18, 23 23:14 received 5:25 24:4 25:6 receiving 8:4 recliner 49:19 recommend 11:8, 20 14:16, 18, 24 15:2 16:8, 21 17:12 18:14 19:4 20:4, 15 21:11 22:1 23:12, 19 24:14, 20, 22 26:13 27:2, 21 28:1, 19 recommendation s 5:11, 15 9:3, 5 38:18 39:13 53:17 recommended 16:25 24:3 record 37:14 recorded 55:11 records 10:23 24:17 37:19 recreation 27:8 rectum 34:4 refreshments 21:21 regarding 24:23 regardless 10:15 22:13</p>
---	---	---	---	---

Region 19:3 Regional 23:2 registered 21:13, 14 regular 24:21 27:12 regularly 25:15 regulation 10:6 regulations 10:4 Reid 3:7 reinstatement 23:13 related 10:24 27:9 relationship 31:9 relayed 18:13 release 5:2 relocated 12:16 rely 20:12 remarks 55:10 remember 34:14 48:16 remiss 29:8 remotely 1:15 removed 23:23 renal 31:18 35:16 repair 22:23 repeating 9:7 report 5:2, 22, 24 11:16 16:15 18:20 21:19 31:22, 23 37:17 48:16 50:23 reported 14:14 31:21 Reporter 55:4, 25 REPORTER'S 55:1 reporting 49:15 52:17 reports 23:20 49:12 53:18 representation 7:21 representative 36:25 representing 7:24 require 23:20 24:12 required 14:25 21:9 23:3	requirement 16:23 23:23 requirements 20:6 23:20 25:14 reside 12:19 resided 12:14 residence 22:17 resident 10:4, 14 11:21, 23 13:24 20:16, 22 22:4, 13 23:3 25:18, 19 26:14 27:21 29:1 31:21 40:10 48:17, 25 residents 10:11, 23 11:17 13:4, 9, 16, 17, 20 14:10 15:9, 14, 17 16:2, 6 19:1, 21 21:17, 20, 22, 24 24:10 25:7 26:9, 25 27:1, 3, 4, 5, 11, 25 28:3, 9, 16, 17, 21 29:14 42:5 resident's 10:12 33:20 52:21 resign 45:12 46:9 resolve 5:19 respect 29:16 respond 46:17 responses 23:24 responsibility 19:7 rest 48:14 restaurant 25:2 restraint 41:14 restraints 46:17 restricted 14:20 results 5:14 Retirement 28:7, 12, 14, 21 48:1 retrained 45:21 retraining 16:16 45:12 review 20:4 36:23 reviewed 21:1 revised 21:1 rigid 49:20, 22 rings 22:21	rise 24:15 road 5:22 Rob 3:12 Rokosh 2:20 roof 28:20 room 13:4, 17, 20, 25 30:2 32:15 33:20 40:6 42:7 46:2 rooms 13:15, 16, 22 14:2 15:10, 17 27:4 rotations 26:14 RQIs 23:5, 9, 13, 15 rude 6:14 Russell 29:3 Ruth 14:6 < S > sacrificed 25:12 safely 25:16 safety 15:14 sanctions 23:25 sandwich 51:22 52:4 sandwiches 52:3 sanitizer 12:6 sat 36:23 sauna 35:24 Scarborough 48:5 scares 33:12, 13 Scavuzzo 3:18 schedule 24:25 scheduling 17:13 scrapes 11:1 31:20 scripted 7:11 seat 38:2, 7 41:12, 16, 18 secondly 6:19 Secretariat 2:19, 21, 23, 25 3:2, 6 section 14:25 28:14 48:1 sections 28:18 secure 13:8 secured 26:15 security-controlled 15:15 sedative 47:4	semi-private 13:23 send 10:10, 14 35:5 48:25 sense 5:4 separate 14:25 19:15 45:10 separated 13:6 September 14:7 septic 34:20, 21 serious 35:13 served 11:16 14:17 22:2 52:3 services 24:22 set 55:7 settings 14:17 settling 36:23 severe 8:16 18:19 sexual 32:24 shaken 38:25 Shankland 10:18 share 36:11 54:5 shared 8:13 30:1 sharing 8:11 53:4 shattered 49:25 sheet 12:6 sheets 40:14 shift 18:4 44:18 shifts 16:5 Shorthand 55:4, 15, 25 shorthanded 16:1 shortly 35:1 shot 40:19, 22, 24 41:3 show 5:14 shower 33:5 43:20 49:13, 16 showers 25:21 44:4 showing 7:1 shut 34:22 shutdown 11:7 25:5 Sickle 3:9 side 28:10, 12 42:8 45:13 significant 11:3	32:22 sign-in 12:6 signing 21:4 signs 32:6 similar 25:2 27:5 similarities 8:14 Simon 2:14 4:8, 9, 10, 12, 20 9:15 12:12, 13 13:13 18:17 19:18 21:15, 16 23:4 24:7, 8 25:25 26:3, 17, 20, 22 27:13 sincere 39:11 single 37:15 sister 46:13 sit 35:4 38:25 site 18:15 sitting 37:7 38:6 42:10 52:12 situation 5:7, 21 skin 32:14 slide 6:6 small 7:20 42:5 smashed 49:10 smokers 15:2 smoking 14:24, 25 15:4 social 8:6 14:18, 20, 23 27:8 46:21 soil 24:11 sole 19:7 28:2 solution 27:2 somebody's 9:10 soon 14:3 sores 34:19 38:2 sorry 11:11 17:6 20:20 25:23 26:3 32:7 36:16 40:1 43:8 45:2 51:15 54:4 sort 42:22, 24, 25 47:6, 10 54:18 sounded 34:9 space 13:8 speak 5:4 8:22 9:8, 11 29:9, 17
---	--	---	---	--

<p>30:6, 10 32:3 35:16 39:15 47:11 51:5 52:6 speaker 11:14 speakers 9:8, 11, 14 47:10 speaking 9:1 28:8 30:10 39:11 speaks 47:13 specified 13:23 spoke 32:23 37:16, 21 46:13 spoken 29:6 sporadic 18:23 spouse 39:15 spreading 15:11 staff 13:10 15:25 16:13, 17, 21, 23 17:13 18:14 19:7, 16 20:12 21:8 27:8 28:17, 22 29:10, 11, 16, 25 30:11, 17, 20, 24 31:3, 21 36:24 38:14 43:16 45:13 52:2 staff/resident 16:9 staffing 15:19, 21 17:2, 11, 14, 19 19:20 27:24 42:17 43:3 stand 32:16 standard 19:4 20:6, 16 24:20 25:17, 18 standardized 16:8, 12 standards 13:20 15:22 22:5 23:7 25:9, 11 standing 37:7 stare 37:3 start 4:23 9:17 42:4 started 37:1 starting 6:2 stated 21:20 45:7 statements 23:8 station 41:8, 10</p>	<p>status 10:13, 15 15:9 19:9 22:13 28:4 stay 51:13 steel 34:2 Stenographer/Tra nscriptionist 3:24 stenographically 55:11 stimulation 27:1 stitches 34:5 stood 46:1 stop 7:14 17:23 29:20 51:21 stories 8:11, 15 29:14 36:12 stressed 41:24 stricter 23:24 stroke 32:19 strongly 22:11 struggle 8:13 submission 53:15 submissions 5:25 substandard 11:5 25:6 suffered 8:17 39:9 supplies 19:21 support 8:25 17:3 27:7 supposed 38:4 44:17, 18, 19 survivor 12:18 suspended 45:11 suspensions 46:9 swabbing 52:20 sweater 44:23 sweating 36:3 swipe-card 17:14 system 12:19 17:14, 18 20:5 25:3 < T > table 12:6 37:13 tables 42:4 tablets 19:13</p>	<p>talk 30:13 31:4 49:11 50:2 talking 44:14 team 23:17 tear 32:14 TECHNICAL 9:9 temperature 52:21 temperatures 35:18 term 51:20 terms 6:22 51:25 Terrible 51:9 terrified 30:14 test 52:24 testing 52:21 thankful 8:20 Thanks 13:13 19:18 24:9 26:20 Theis 3:8 4:12 36:14, 18 theory 18:4 therapy 17:4 thing 44:11 50:12 54:19 things 6:11 30:2 32:21, 22 36:20 38:10, 13 42:10, 13 44:15 46:14 50:13 thinking 6:7 third 19:15 41:6 thought 29:22 43:22 thoughts 7:15 three-person 45:22 tighter 30:25 time 6:19 7:10, 14 12:16 16:24 24:12 25:20 26:25 31:17 32:2, 6 33:20 37:18, 21, 23 40:18, 21 42:2 44:23, 24 48:8, 12 55:7, 10 time/lunch 42:2 timely 19:9 times 9:12 33:17 35:6 42:10 44:21</p>	<p>50:9 tip 41:9 Tobias 3:13 today 5:2 7:9, 20 8:22 9:4, 14 12:20 28:9 47:11 toe 49:19, 23, 25 toileted 25:16 told 15:25 35:12 43:20 52:12 tons 44:20 top 43:13, 14 50:2 totally 34:21 Townley 3:14 tracing 12:10 track 13:9 tract 24:15 34:24 traditional 5:12, 16 training 16:13 tranquilizer 47:4 transcribed 55:12 transcript 55:15 transfer 37:23 40:7 45:23 transferred 37:15 45:14 transferring 37:22 45:16 transport 40:9 travel 15:16 treated 28:22 44:8 treatment 10:24 11:10 Tripp 2:13 9:15 11:14, 15 17:6, 7, 23 18:1, 7 20:19 22:19 28:7 45:2, 6 49:17 trouble 44:5 true 16:4 55:14 trust 31:3 truth 29:18 trying 6:15 10:1 46:19 53:20 tub 49:16 tube 34:2</p>	<p>turned 25:14 49:22 TV 32:15 typo 26:4 < U > ultimate 39:17 unable 16:2 unbelievable 34:24 unbelievably 35:19 unbuckled 41:16 understand 6:4 34:10 35:6, 20 48:10 53:17 understanding 16:18 21:6 unfounded 33:2 unimaginable 51:3 Unit 2:24 united 39:17 Unmute 36:13 update 28:3 49:1 upsetting 30:13 urgent 28:22 29:7 urinary 24:15 34:24 UTI 35:12 49:11 UTIs 10:25 11:2 31:18 36:8 < V > validated 17:17 valuables 22:22 Van 3:9 various 9:12 Veejay 3:17 VERITEXT 55:23 versus 48:11 victim 32:25 video 19:10 videos 48:25 Villa 2:10, 11, 12, 13, 14 3:7, 8, 9, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20 7:22 8:3, 21 10:20 12:2, 15, 18, 23 13:16 14:7, 14 15:25 17:9 18:21</p>
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<p>20:5 21:24 23:1 24:18 25:6 27:16 28:11 29:1 35:1 36:21, 22 40:4 41:25 45:8 48:7 violate 40:20 virus 13:9 15:12 visit 34:8 48:24 visited 15:23 visitors 25:4 visual 20:18 vocal 8:24 voice 10:1 voluntary 23:22</p> <p>< W > wait 40:5 waited 40:9 waiting 4:6 walk 32:18 35:17 Walsh 17:8 45:7 wander 15:9, 14 wanted 7:18 38:20 44:8 wants 31:15 46:4 ward 15:16 wards 13:11 watch 30:12 watched 39:1 water 22:5 36:4 52:13 wear 33:21 36:6 website 19:3 Wedding 22:21 week 25:21 43:21 50:9 weekly 26:5 weeks 26:10 38:6 week's 44:7 weight 49:3 Wells 2:11 4:7, 10, 13, 16, 20 9:14 10:16, 17 11:24 14:22 15:8 16:20 17:21 18:10 25:24 26:8, 19</p>	<p>32:5 35:14 43:8, 19 west 28:12 wheelchair 13:25 32:18 33:4, 24 38:3 40:8 41:12, 16 wheelchairs 42:6, 7 William 29:3 willing 54:5 window 36:2 52:11 wing 45:15 winter 35:20 witnessed 26:22 29:18 woman 44:6 48:17 wonder 35:5 wondered 41:23 won't 37:24 worded 30:8 words 39:10 work 16:23 17:25 18:6 27:8 43:21 48:9 50:6 51:25 worked 18:5 workers 17:3 working 18:4 50:10 53:19 works 6:14 7:8 worry 9:21 29:9</p> <p>< X > x-ray 34:16</p> <p>< Y > yeah 4:13, 14, 15, 21 7:8 9:24 14:22 16:20 18:1 26:16, 21 31:16 35:11, 14 38:23 43:7 47:20 year 10:19 38:25 45:8, 9 46:8 47:25 yearly 23:13 44:22 years 5:19 10:20 13:14 40:21 48:13, 22</p>	<p>49:16 50:6, 8</p> <p>< Z > Zoom 1:14</p>		
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This is Exhibit "B" referred to in
the Affidavit of CATHERINE
PARKES sworn before me this
17th day of April, 2024



A Commissioner for Taking Affidavits

Tab 94C

Daya, Kyle (MLTC)

From: @MOH-G-LTC Homes Licensing
Sent: June 28, 2021 7:54 AM
To: Namatalla, Shreen (MLTC)
Subject: FW: Project #21-026

-----Original Message-----

From: Catherine Parkes <cparkes@hotmail.com>
 Sent: June 25, 2021 12:04 PM
 To: @MOH-G-LTC Homes Licensing <LTCHomes.Licensing@ontario.ca>
 Subject: Project #21-026

CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless you recognize the sender.

Good morning,

I am writing to address Southbridge Care Homes Inc.'s request for an extra 87 beds and a 30 year extension to their license for Orchard Villa Long-Term Care Home (LTCH) in Pickering, Ontario.

My father, Paul Parkes, was a resident at Orchard Villa in 2019 and 2020, where he passed away from acute respiratory failure and COVID-19. Before my father moved in to the home I was aware that Orchard Villa LTCH had a less than exemplary track record as I had read through their incident reports on the Ministry of Long-Term Care's (MOLTC) website. It is obvious that the lack of accountability and continued failures to comply by the home directly lead to the disaster that took place during wave 1 of COVID-19. The fact that Orchard Villa notified your department of an outbreak as early as March 28, 2020, but did not inform families until April 8, 2020 and did not ask for help until April 17, 2020 all the while telling family members that they had everything under control lead to the death of more than 70 residents. It is inexcusable.

My father spent the last six days of his life in a state of confusion, with a fever, without access to food or water, denied oxygen, denied the ability to have his family by his side and most importantly was denied the right to go to the hospital for life-saving care. My father died alone under horrible conditions and it is something that haunts me daily.

I am shocked to see the the critical incident reports published on the MOLTC's website for July, September, October of 2020 and January and April of 2021 continues to depict the absolute failure at achieving infection, prevention and control protocols, in some instances with staff stating that they have no training at all. I am shocked that there is a lack of personal protective equipment (PPE) and that staff members are moving from room to room without donning their PPE. It is clear to me that Orchard Villa and its owners Southbridge Care Homes Inc, as well as Extendicare, have learned nothing from the tragic loss of life over the past 15 months.

I do not want to see an extra 87 beds and a 30 year license granted to a home and it's owners for continued failures on their part; not only would this be an insult to family members like myself, but a grave message to any current or future residents who have the misfortune of finding themselves in

Orchard Villa LTCH. I am asking that the request for the extension and extra beds be denied and that the home either moves to a municipally or provincially run non-profit ownership.

Thank you,
Cathy Parkes

This is Exhibit "C" referred to in
the Affidavit of CATHERINE
PARKES sworn before me this
17th day of April, 2024



A Commissioner for Taking Affidavits

Tab 88DD

Chan, Josiah (He/Him) (MAG)

From: Catherine Parkes <cparkes@hotmail.com>
Sent: October 17, 2022 4:01 PM
To: @MOH-G-LTC Homes Licensing
Subject: Orchard Villa — Project #23-034

CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless you recognize the sender.

Good afternoon,

I am writing to contribute my feedback on the licence proposal by Southbridge Care Homes for a 30-year licence and an extra 87 (for a total of 320) beds in Pickering, Ontario.

My father was a victim of neglect in this home and passed away during wave one of the COVID-19 pandemic, but even prior to that I witnessed the disorganization, uncleanliness and lack of care provided in this home. Orchard Villa's online incident reports, provided by the Ministry of Long-Term Care, read as a history of repeated failures regardless of the warnings they have been given, and this is both with the help of Extendicare and as Southbridge Care on their own.

This long-term care home has one of the highest death rates in Ontario during COVID, and continues to have repeated failures in all the ways that would make this a safe, reliable home. Southbridge has a proven track record of failure, and a 30-year licence or any extra beds must be denied. This cannot simply be about numbers of beds, but rather quality of care. Southbridge has not provided quality of care in this home.

The fact that it has taken you this long to deny them has been an insult to all of the families who has tragically lost a loved one in that home, including myself. Conditions in the home since 2020 have not improved.

I am requesting a denial of the licence proposal.

Thank you,
Cathy Parkes

OHC, et al.
Applicants

and

MINISTER OF LONG TERM CARE
Respondent

Court File No: DC-24-000000007-00JR

ONTARIO
SUPERIOR COURT OF JUSTICE

Proceeding commenced at TORONTO

AFFIDAVIT OF CATHERINE PARKES

242

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