

# Long-Term Care COVID-19 Commission Meeting

Group Meeting with Commissioner and PSWs  
on Wednesday, February 10, 2021

neesons



A VERITEXT COMPANY

77 King Street West, Suite 2020  
Toronto, Ontario M5K 1A1

[neesonsreporting.com](http://neesonsreporting.com) | 416.413.7755

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

MEETING OF THE LONG-TERM CARE  
COVID-19 COMMISSION

-----

--- Held via Zoom Videoconferencing, with all  
participants attending remotely, on the 10th day  
of February, 2021, 4:00 p.m. to 6:00 p.m.

-----

1 BEFORE:

2 The Honourable Frank N. Marrocco, Lead  
3 Commissioner

4 Angela Coke, Commissioner

5

6 INTERVIEWEES:

7 Participant 1

8 Participant 2

9

10 PARTICIPANTS:

11 Dawn Palin Rokosh Director, Operations  
12 Long-Term Care Commission  
13 Secretariat

14 Adriana Diaz Choconta Senior Policy Analyst  
15 Long-Term Care Commission

16 Angeline Hawthorn Senior Policy Analyst  
17 Long-Term Care Commission  
18 Secretariat

19 Rose Bianchini Senior Policy Analyst  
20 Long-Term Care Commission  
21 Secretariat

22

23 ALSO PRESENT:

24 Ian DaSilva, OPSWA

25 Helen Martineau, Stenographer/Transcriptionist

1 --- Upon commencing at 4:03 p.m.

2 DAWN PALIN ROKOSH: We have a small  
3 group today and so this will be a good  
4 conversation. Let's go into it with that in  
5 mind.

6 I want to do some introductory  
7 comments. I'm going to start us off and then  
8 Angeline's going to say a few words.  
9 Commissioner Marrocco is going to say a few  
10 words of welcome as well, and then we'll get  
11 into -- we'll get into our discussion to hear  
12 about your experiences and any -- and any --  
13 anything you want the Commissioners to be aware  
14 of.

15 So I've already said good afternoon  
16 and I want to say it again, good afternoon and  
17 thank you so much for participating in this  
18 meeting today between the Commission and with  
19 personal support workers from long-term care  
20 homes in Ontario.

21 We're really glad that you could be  
22 with us today and share your experiences, and  
23 we're delighted that you've made the effort to  
24 do so.

25 My name's Dawn Palin Rokosh and I'm a

1 Director in the Secretariat that supports the  
2 Commission, and I'm here today with my  
3 colleague, Angeline Hawthorne, who is going to  
4 be co-facilitating the session today.

5 And as you know, you've met our two  
6 Commissioners who are here today, Commissioner  
7 Marrocco and Commissioner Coke. There's also a  
8 third Commissioner, Commissioner Jack Kitts, who  
9 unfortunately couldn't attend today, but sends  
10 his very best regards and thanks as well.

11 So I mentioned this earlier but I'd  
12 like to mention it again, just to acknowledge  
13 and thank Ian DaSilva and the Ontario Personal  
14 Support Worker's Association for their  
15 assistance in making this opportunity known to  
16 personal support workers and help us to identify  
17 some of the participants in our session today.  
18 So thank you so much, Ian, for that.

19 And I'll now pass things over to my  
20 co-facilitator, Angeline.

21 ANGELINE HAWTHORN: Thanks, Dawn.

22 So, as you know, today's session is  
23 being held over Zoom. So if anyone has any  
24 connectivity issues during the session you can  
25 rejoin the meeting at any time. And if anyone

1 has any technical issues beyond that you can  
2 definitely reach out to me via email. You'll  
3 have my email address as we've been  
4 corresponding in regards to the session.

5 So if you are comfortable having your  
6 cameras on today please feel free to do so. The  
7 session is not being video recorded but if you  
8 would prefer to stay with your camera off that  
9 is also fine. It's whatever you feel most  
10 comfortable with.

11 Also, if at any point time you need a  
12 moment to collect yourself, collect your  
13 thoughts, don't hesitate to let us know. We can  
14 either move on and come back to you or just  
15 pause and give you some time before continuing.

16 The session is being recorded by our  
17 court reporter here who's present. The  
18 transcripts will be posted on to our website but  
19 your names will not appear in the transcripts.

20 So when you are speaking you will be  
21 recorded in the transcript as Participant 1 or  
22 Participant 2. And if you wish to refer to each  
23 other during the session please do so by calling  
24 them by their participant number, which is  
25 displayed on your screen.

1           So although we have ensured that you  
2 are anonymous both in our outreach as well as  
3 your participation here today, the information  
4 you choose to share today will be posted to the  
5 website. So be please be aware of any stories  
6 that contain information that could reveal your  
7 identity, if that is a concern to you.

8           So as Dawn mentioned we'll start the  
9 session with some introductory remarks and then  
10 we will have Chair Commissioner Marrocco with a  
11 few remarks himself, and then we'll proceed to  
12 question one.

13           We will hear the responses from both  
14 of you, asking Participant 1 to respond first,  
15 and making our way through. We'll repeat this  
16 same process for question two as well. And once  
17 we've finished hearing from both of you on both  
18 of the questions we'll just have some concluding  
19 remarks and we will wrap up the meeting.

20           If there is something that you forgot  
21 to include in your first response you will have  
22 an opportunity to speak again and cover it in  
23 the answer that you provide for your second  
24 question.

25           So I think those are all the remarks I

1 have. So I'd like to invite Commissioner  
2 Marrocco to give some opening remarks before we  
3 begin.

4 LEAD COMMISSIONER FRANK MARROCCO: A  
5 couple of things. A little bit about -- I'm a  
6 former Associate Chief Justice of the Superior  
7 Court and I retired in November. Commissioner  
8 Coke is a former Deputy Attorney General and --  
9 Deputy Minister, long-time career in the Ontario  
10 Public Service, also retired.

11 Neither of us are beholden to anybody.  
12 We're trying to write the best report we can and  
13 we really need to capture your experiences,  
14 otherwise what we end up with is a dry set of  
15 principles, policies, aspirations, and so on,  
16 but we're missing the reality of what we're  
17 talking about. That's why we're doing this. So  
18 with that in mind, we're both more than open to  
19 what you have to say and interested.

20 We have started off each of these  
21 sessions by one minute of silence to recognize  
22 those residents and personal support workers who  
23 are not with us as a result of COVID-19. So  
24 let's do that now.

25



1 [Moment of silence observed.]

2

3 LEAD COMMISSIONER FRANK MARROCCO:

4 Well, I think that's approximately one minute.

5 We're -- I'm using the clock on the computer so

6 I think that's one minute.

7 So we're ready to start then, so let's

8 get started.

9 ANGELINE HAWTHORN: Wonderful. Thank

10 you so much, Commissioner Marrocco.

11 So I'd like to start off with question

12 one, which I will read now.

13 Please tell us about your experience

14 working in a long-term care home during the

15 pandemic. How has the pandemic impacted you,

16 your job and your ability to provide care?

17 Participant 1, can I start with you?

18 PARTICIPANT 1: I'll do my best. Just

19 give me a second, please.

20 ANGELINE HAWTHORN: Take your time.

21 PARTICIPANT 1: A lot of it is like I

22 explained, I have a hard time talking in front

23 of people, unless you're face-to-face.

24 So I -- in the beginning, I was having

25 problems understanding people, why they were

1 having difficulties. Myself, like some of my  
2 co-workers, we're strong. Like I explained to  
3 you yesterday, I didn't have time to think about  
4 it during it because we knew what we had to do.

5 We had to get up, we had to get  
6 dressed, we had to get to work, we had to go  
7 take care of our residents. In a sense it was  
8 no different than any other day for me, except  
9 for the fact of just more importance of them  
10 needing us.

11 The first week of it it was a little  
12 chaotic, yes. I think -- once we started  
13 getting more into the midst of it, the second  
14 week we lost everybody. That's where I started  
15 having a hard time.

16 I am one employee of a very small  
17 handful that was at work for every single day,  
18 except for my scheduled days off. So at one  
19 point there was only three original PSWs on  
20 the floor.

21 We were a house full of strangers. It  
22 was nerve wracking. It was -- it made me very  
23 angry. I'd have to say for most I was angry  
24 during the pandemic, like during my outbreak.  
25 Because not only am I trying to put my time into

1 my residents, keeping them secure, making them  
2 feel safe, because they're also in a house full  
3 of strangers, we're also having to help these  
4 strangers.

5 Yes, they're nurses, they're PSWs  
6 but they don't know our facility, or they were  
7 hospital. We have slightly different  
8 regulations, things that we need to do in  
9 long-term versus hospital care because it's  
10 their home. They don't understand that, they're  
11 fighting with us on it.

12 Dealing with everyone that was passing  
13 away at once. Unfortunately, or fortunately,  
14 how ever you want to look at it, my area was  
15 holding most of our first people that were  
16 passing away. So I was also dealing with that.

17 I don't want Participant 2 to get  
18 upset with me because I don't mean this badly,  
19 but sometimes I was angry with some of my  
20 co-workers because they weren't there to help,  
21 but I knew they had to take care of themselves.

22 It's a -- the best way that I was able  
23 to explain it on one of my Facebook posts that I  
24 had made, It's not just the pandemic, it's not  
25 just -- COVID is not just a disease or a virus,

1 it was a huge -- it's a huge mental disease, a  
2 physical disease, anything. And when you're not  
3 prepared for it and you don't have proper help  
4 you don't know how to deal with it. Like, I  
5 found in the end when I got to start relaxing I  
6 don't think I knew how to deal with that and it  
7 was very upsetting.

8 We didn't have what -- we're supposed  
9 to believe are our peers or the ones that we're  
10 supposed to look up to to lead us in the right  
11 direction. We had ten months of nothing. Why  
12 didn't they have anything in place for us in  
13 case it happened? They already dealt with homes  
14 that had it. So in a way I was very saddened by  
15 it too.

16 I can't say anything else right now,  
17 I'm sorry.

18 LEAD COMMISSIONER FRANK MARROCCO: I  
19 just want to clarify one thing. Your home got  
20 hit in Wave 2?

21 PARTICIPANT 1: Yes.

22 LEAD COMMISSIONER FRANK MARROCCO:  
23 Okay.

24 ANGELINE HAWTHORN: Thank you so much,  
25 Participant 1, for that compelling response. I

1 appreciate that. Thank you.

2 I'll move now to Participant 2, if  
3 you're ready to respond to the question?

4 PARTICIPANT 2: Yes.

5 I dealt with so many emotions that  
6 I've never experienced before in my life.

7 I felt -- I wrote a lot of notes down  
8 because I've been thinking long and hard about  
9 this, you know, to get my voice heard and make  
10 sure, you know, that the Commissioners hear what  
11 I have to say and be a voice for everybody out  
12 there that, you know.

13 So I felt useless. I felt so much  
14 anxiety, sad, very emotional. I was blaming  
15 everybody; I was blaming my management; I was  
16 blaming myself.

17 Exhausted.

18 Most of all I experienced a lot of  
19 guilt. I worked for the first stages of the  
20 first really, really hard time where a lot of  
21 our co-workers were just going off in numbers,  
22 five a day, five a day, five a day.

23 Within eight or nine days there was  
24 only a handful of regular PSWs left on the  
25 floor. And management were -- they were off.

1 We had no management there to communicate with.  
2 We had strangers coming in. No one communicated  
3 to PSWs what we needed to do. We know what we  
4 needed to do. We do it on a daily basis. We  
5 know what we needed to do. It was just to have  
6 that support. We had no support.

7 We heard, you know, that we were  
8 getting some agency staff in to help us, which  
9 we appreciated so much. Then we heard that the  
10 hospital was going to come in and help us.

11 Within about the second week we  
12 started seeing people coming in. Agency staff  
13 were there; we had to train them. They had no  
14 training. That's not their fault; we  
15 appreciated the numbers.

16 So us, as PSWs, they are our family.  
17 Our residents are our family. And leaving my  
18 shift, because I knew it was going to be a long  
19 haul, so I kept to my regular shifts so I didn't  
20 burn myself out.

21 First and foremost, I said to agency  
22 staff, If you're unsure of what to do, please  
23 just keep them safe. Make sure we train them on  
24 lowering the beds right to the floor to make  
25 sure that the residents were safe.

1                   They were very scared. The agency  
2 staff were very scared. Our residents were very  
3 scared. I tried to be strong for them, and as  
4 soon as I walked out of their room I was  
5 breaking down. And I tried and tried and tried.

6                   Within the second week I remember  
7 driving home and just crying and crying. I'm  
8 actually going to cry now. Crying and crying  
9 and saying, How do I deal with this? How do I  
10 be there for my family? And I called my doctor  
11 that evening and obviously virtual, you know,  
12 you can't get a hold of anybody now to speak to.

13                   So I tried to speak to my partner and  
14 I got angry with him. So I couldn't even  
15 communicate with him because he couldn't  
16 understand what I was experiencing, and so I  
17 separated myself from him.

18                   And I got a phone call from my doctor  
19 the next morning and I broke down with my doctor  
20 and he said, You cannot go back. You have no  
21 strength left for you to be there for them. And  
22 that's when the guilt set in. I felt so guilty  
23 not being there but I knew I had to stay home to  
24 get my strength back to be there.

25                   My co-workers that were there were

1 communicating on a daily basis and the numbers  
2 were, you know, the deaths that I was hearing  
3 and the co-workers' numbers were going up,  
4 positive, positive.

5 We had 95 percent of our staff tested  
6 positive and every single resident, except the  
7 two, were tested positive.

8 I built my strength back up. So after  
9 I took -- I missed five of my regular shifts, so  
10 I think I was off for about six days. And then  
11 I went back stronger than I ever was to be there  
12 for those residents that have no families  
13 visiting them, isolation, the fear, the  
14 scared -- how scared.

15 I needed to be a familiar face for  
16 them to let them know that it was going to be  
17 okay.

18 I find myself having flashbacks now.  
19 Emotion with residents asking -- with the  
20 dementia, they're experiencing the loss that  
21 they're remembering with their -- the residents  
22 that they're not seeing any more. They're  
23 isolated and they're asking questions of the  
24 residents that they remember.

25 So I find the emotion now is me not



1 stepping over, I don't know, going out of my  
2 scope to be able to explain to them exactly what  
3 happened, and that's very difficult right now;  
4 very difficult.

5 And, you know, I speak to management  
6 about it. I try to tell them how far can we go  
7 as PSWs so we don't, you know, go out of our  
8 scope. And trying to come up with strategies  
9 for them to cope.

10 We're nearly a year in that we locked  
11 our door. The isolation, the depression, the  
12 fear in their eyes. I close my eyes some nights  
13 and I remember certain residents, the fear with  
14 me leaving and saying, I'll see you tomorrow.  
15 I'm coming back tomorrow. And grabbing their  
16 hand and they're like, You're coming back  
17 tomorrow? You're coming back tomorrow? Just  
18 the reassurance.

19 So now we're out of outbreak and I'm  
20 trying to come up with -- sorry, excuse me.  
21 Coming up with strategies on trying to build  
22 them -- their strength up and to let them know  
23 that, you know, it's okay.

24 I was with a resident today that lost  
25 her husband. And it's my first day back with

1 her in a different area since she lost her  
2 husband in the same room. She hasn't seen  
3 anybody. She couldn't even go to her husband's  
4 service. She has -- her dementia has  
5 deteriorated so bad. Today I told her, It's  
6 okay to cry. She hasn't cried. Today I told  
7 her, It's okay. I held her hand and I said,  
8 It's okay to cry. And she asked my permission.  
9 Is it okay to cry?

10 And we talked about her husband a lot.  
11 And she said to me, What went wrong? I couldn't  
12 say goodbye to my husband. She was in the same  
13 room as her husband. The curtain was drawn  
14 between them and she's getting those flashbacks  
15 today, because of her dementia deteriorating so  
16 bad, of remembering the nurses coming in with a  
17 bag to put her husband in a bag and she's asking  
18 me questions today.

19 So, yes, that's the life of a PSW  
20 going through the COVID outbreak.

21 Did I answer your question, Angeline?

22 ANGELINE HAWTHORN: You absolutely  
23 did, Participant 2. Thank you so much for that  
24 honest and very powerful response. Thank you so  
25 much.

1           And thank you to both of you for your  
2 responses to question 1; so deeply appreciated.  
3 You can tell it's taking a lot of courage and  
4 bravery to be here and participate today so  
5 thank you so much. Thank you.

6           And, Dawn, I'll pass it over to you  
7 for question 2.

8           DAWN PALIN ROKOSH: So building on  
9 what you've told us about from your experiences,  
10 the Commission is interested in knowing your  
11 perspective about things that would have made a  
12 difference to you. So looking back.

13           So reflecting on your experience, and  
14 I'd like to call on Participant 1 again,  
15 reflecting on your experience what would have  
16 made a difference to you during that time and  
17 going forward?

18           PARTICIPANT 1: I don't know how to  
19 look at that because no matter what happens,  
20 you're a PSW. People can come in and give us  
21 all kind of orders, tell us what to do, because  
22 in reality we're at the bottom of the totem  
23 pole, but in our minds we're the top of that  
24 totem pole.

25           We are -- we have to look after them.

1 You can pull us aside, you can reprimand us, you  
2 can tell us it has to be this way or it has to  
3 be that way. In reality it's not going to be  
4 like that. These are people. They're human  
5 lives that we're dealing with. It's emotions.

6 I'm sorry, can you please repeat the  
7 question again?

8 DAWN PALIN ROKOSH: Of course, of  
9 course.

10 So the question is, you know,  
11 reflecting on your experience is there anything  
12 that could have been done that would have made  
13 the situation better? Are there any tools you  
14 wish you had? Things that if they had of been  
15 different would have made this a less bad  
16 experience? That's setting the bar low but ...

17 PARTICIPANT 1: I know for some of us,  
18 I'm just going to use this as a slight example,  
19 it's not that we will ever totally disobey our  
20 bosses, obviously it's always safety first for  
21 our residents.

22 But if there's things that, no, that's  
23 not going to fly. I'm guilty to it. I know  
24 I've done what I needed to do to make that  
25 resident happy or safe, even if it was something

1 that my boss didn't want me to do. Within  
2 guidelines, okay? Like I said, there's safety  
3 and everything comes first.

4 So with that being said, I think one  
5 thing that I think I would have liked to see is  
6 maybe our management make the judgment call  
7 within the building on their own.

8 So, example, if we know that we're  
9 waiting for confirmation they should have acted  
10 immediately, as far as I'm concerned, instead of  
11 going by direction. And I'm not knocking Public  
12 Health but they said, No, this isn't needed  
13 right now. You don't need to do full PPE  
14 because of one case, and they're not in the  
15 building. I think that's wrong. I think if it  
16 was acted on and we practiced until we got  
17 confirmation I think the spread would not have  
18 gone so far. That's my personal opinion.

19 So again, having our bosses having our  
20 backs and making a call like that, as far as I'm  
21 concerned, is not breaking any rules, laws,  
22 regulations. They're just stepping up the  
23 safety for us. But they went -- they followed  
24 direction from Public Health. And sometimes I  
25 just feel -- Public Health is not in there to

1 deal with this stuff so how are they really  
2 making these calls?

3           They came in, I think I was told by a  
4 co-worker, two days after we went into outbreak,  
5 Yup, you're good. You have everything in place.  
6 Two days, there's not a lot there. Why weren't  
7 you there in the two weeks when we had nobody?  
8 Where we were feeling like -- I'm -- many a  
9 times I went home crying too, in the car, Oh my  
10 God, did I remember to feed this resident? Did  
11 I change this resident?

12           Those homes that were being blamed of  
13 abuse and neglect, I feel so bad for them  
14 because nobody knows what it is like until  
15 you're working in it.

16           So that is my biggest thing. It  
17 should have been acted upon earlier. And like  
18 my -- for question one, there should have been  
19 things in place. We did great for ten months.  
20 All of a sudden we got hit and I feel that  
21 sometimes now we're not being recognized that we  
22 kept it out for the first wave. So why didn't  
23 you build on us? Maybe they were too, I don't  
24 know, too confident? I don't know.

25           I'm sorry, I'm not good at this, so

1 I'm going end it there and I'm attempting.

2 DAWN PALIN ROKOSH: No, you're --

3 LEAD COMMISSIONER FRANK MARROCCO:

4 You're doing fine.

5 DAWN PALIN ROKOSH: You're doing  
6 great. You are doing great. This is really  
7 helpful.

8 And I want to -- so just building on  
9 some of the experience you were sharing as part  
10 of your response to question 1, you talked about  
11 how at a certain point there were all kinds of  
12 strangers in the home, and I think you were  
13 referring to people -- staff that were brought  
14 in from agencies and the hospital, and you were  
15 talking about that having been a difficult and  
16 challenging experience.

17 And I'm wondering, is there anything  
18 about that that, you know, if people were being  
19 redeployed that there would have been a way or  
20 an approach that would have made it easier or  
21 more seamless when they came in?

22 PARTICIPANT 1: We appreciated all the  
23 bodies, we get that. A body is a body, yes.

24 I'm good at it myself. I can delegate to you.  
25 I can tell you what to do. But I think maybe

1 too if they had a little bit more control on  
2 that as well.

3 At one point, we were literally  
4 tripping over everybody, and that's very  
5 difficult to do too when we're trying to  
6 supervise these people that don't know our  
7 facility, don't know our residents.

8 I mean, they didn't even -- they don't  
9 know where supplies are. So the regular PSWs  
10 that work there were getting pulled left, right  
11 and centre and we're tripping over everybody.

12 I think that could have been a little  
13 bit better formed. I don't think -- I know it  
14 was an emergency, I understand that. But hoping  
15 moving forward that they'll have teams properly  
16 built for situations like this to ease some of  
17 the chaotic and the scare and -- because, I  
18 mean, the first day that I walked in there was  
19 only three of us.

20 We had office people, we had hospital,  
21 we had agency. Whoa. What are we doing? I had  
22 to leave. No direction was given. Like  
23 Participant 2 was saying, we weren't being  
24 spoken to. Okay, well, I'm going to go do my  
25 job then because I know what I have to do.



1                   So it would be nice to see that. It  
2 would be nice to see it better formed, better  
3 communication. And unfortunately, even though  
4 everything takes time in a situation like this  
5 it needs to happen quicker than in the two weeks  
6 that we finally got the nurses and the agencies  
7 settled into some type of a routine and stuff  
8 like that. Because that could have been some  
9 precious time that we didn't get to spend with  
10 the resident that was passing from it.

11                   DAWN PALIN ROKOSH: Okay. That's  
12 really helpful, thank you very much. Thank you,  
13 Participant 1.

14                   So why don't we move to Participant 2?  
15 Participant 2, can you talk to us about, you  
16 know, reflecting on your experience, whether  
17 there was anything that could have been done  
18 that would have made the situation better? And  
19 anything you'd like Commissioners to know as  
20 they consider possible recommendations to  
21 government?

22                   PARTICIPANT 2: I just want to let you  
23 know that I'm actually a chief steward for

24                   So I had lots of input from the  
25 union on safety to keep my members and

1 co-workers safe. One of them was directive 5,  
2 which was we were allowed to ask for N95 masks.

3 We asked management about this and  
4 they said that they weren't needed. They  
5 weren't needed. As soon as we got our first  
6 positive case, we had a couple of false  
7 positives back in the first wave and we had  
8 another positive case in a staff member. Public  
9 Health said that it was a false positive and to  
10 wait a couple of days.

11 In that time I had a meeting with  
12 management and I said, So are you putting out  
13 the PPE? And they said, It's not needed. I've  
14 spoken to Public Health, they've said we've got  
15 everything in place. It's all going to be fine.  
16 It might be a false positive. We're going to  
17 wait two more days. She's going to get swabbed  
18 again and we're going to wait.

19 Well, within two days we had a  
20 resident, I think on the third day when we were  
21 still waiting for the results to come back for  
22 the staff member, we had a resident that was in  
23 a ward with, I think there was only two other  
24 people, so there was three in a ward that  
25 started showing symptoms. And two residents

1 starting showing symptoms within a few hours.

2 And I went back in to management and I  
3 said, We have residents now showing symptoms.  
4 So did you get the results back from the staff  
5 member? Nope, but we are going to put PPE  
6 outside that room because they're symptomatic.  
7 I said, Okay, what about everybody else? No,  
8 it's not needed. Public Health has told us  
9 we're going to wait for the swab result to come  
10 back before we do anything else.

11 So I was actually off for a couple of  
12 days and my other steward messaged me and said,  
13 The resident's come back positive and they're  
14 now going to swab all the residents. And I  
15 said, Are they swabbing all the staff? And she  
16 said, I'm not sure. I said, Okay, I'll call.  
17 So I made a phone call and I said, I'm coming in  
18 now to get swabbed and I hope that you're making  
19 phone calls to all the other staff to come in  
20 and get swabbed.

21 I was off on a course, on an online  
22 course for a couple of days, and the couple of  
23 days that I was home within 48 hours I would say  
24 30 percent of residents came back and 30 percent  
25 of staff came back, and then it just went higher

1 and higher every single day.

2 So first when I went back after the  
3 couple of days and we were still waiting for a  
4 few more results they were coming in slower, and  
5 slowly, and slowly. I demanded an N95. I spoke  
6 to some of my co-workers and said, You demand an  
7 N95. You say you are not doing this until you  
8 have an N95.

9 We were still told, It's not needed.  
10 It's not needed. Okay, if it's not needed then,  
11 you know, give it to us anyway.

12 So I just want to let you know that I  
13 think there's six PSWs that wore N95s all  
14 through the outbreak of six weeks and we all  
15 stayed negative. All six of us PSWs that wore  
16 N95s from the beginning stayed negative. And so  
17 that, for me, that just speaks for itself.

18 It's a very old facility. We still  
19 have wards, like I said. And the separation of  
20 all residents was very hard trying to separate  
21 them and -- into different areas. The spread  
22 was just -- within six to seven days the spread  
23 just -- it just spread the whole facility.  
24 Infection control didn't happen quick enough for  
25 me and for the facility.

1           Infection control came in and did the  
2 whole facility I think on the second week of  
3 outbreak. I think that they should have been  
4 there with our first positive case with the  
5 whole building.

6           We have very old ventilation. Who's  
7 to say it wasn't in our ventilation? So we have  
8 old ventilation.

9           And I'm also on the health and safety.  
10 I'm actually halfway through. I'm certified on  
11 level one, so I'm actually halfway through. So  
12 I'm also on the health and safety board too.

13           I actually mentioned this to  
14 management about ventilation, has it been  
15 checked? Could that be a problem with this  
16 cleaning company coming in? No one gave me any  
17 answers. They just come in in their HEP suits  
18 and did the whole building, which I was very  
19 happy to see. I don't think it was quick  
20 enough.

21           I'm just trying to think here what  
22 else I wrote down.

23           Infection control. I think that  
24 played a huge part in the spread so quickly. We  
25 only have, on a regular basis, two part-time

1 housekeepers daily. They do a fantastic job,  
2 not saying that they don't. I believe that we  
3 should have had more. More cleaning done right  
4 from the beginning.

5 Better PPE. PPE should have been  
6 available for us right from the beginning.

7 We went through the first wave. The  
8 second wave hit us pretty quick and pretty  
9 fierce. And I honestly believe that the  
10 direction from Public Health with the  
11 false-negative, false-positive test should have  
12 been acted on ASAP, not waiting for her second  
13 swab.

14 There should have been PPE and  
15 infection control in that building right then  
16 and there to stop that spread.

17 The hospital came in and the second  
18 week we were able to separate a lot of our  
19 residents. I think we took 12 residents out to  
20 the hospital to try to free up some more space  
21 so that the residents had more separation.

22 And, yeah, but moving forward I  
23 honestly think that the directive from Public  
24 Health should have been better and our  
25 management should have stepped in and override

1 them and said, Sorry, PPE now, everybody.

2 To me a false-positive is a positive.  
3 And positive is everybody. Positive is the  
4 whole facility. It should have been acted on  
5 right there and then.

6 I don't know what else to add. I'm  
7 looking at my notes here.

8 DAWN PALIN ROKOSH: Well, I will say,  
9 Participant 2, what we were going to propose was  
10 just offering Participant 1 and yourself an  
11 opportunity and a moment to just make any other  
12 final statements you want the Commissioners to  
13 be aware of. So if you want we can come back to  
14 you in a moment.

15 Before I call on Participant 1 though  
16 I just wanted to check with the Commissioners to  
17 see if they had any pressing follow-up questions  
18 that they want to ask?

19 Oh, yes, commissioner Coke?

20 COMMISSIONER ANGELA COKE: Not so much  
21 a question but just to encourage you, if you  
22 have any recommendations of any sort, not just  
23 tied strictly to COVID, we'd be very interested  
24 in hearing those also because we understand  
25 there were challenges before COVID.

1                   So, you know, interested in any  
2 recommendations or thoughts that you have.  
3 Don't limit yourself.

4                   PARTICIPANT 1: Oh boy.

5                   PARTICIPANT 2: Oh boy.

6                   So I'm -- this is me personally. I'm  
7 against for-profit homes. I believe that it's  
8 the residents' home.

9                   We have a lot of locked doors, a lot  
10 of things locked up. We don't have things  
11 available for us on a daily basis.

12                  Before outbreak on a daily basis  
13 supplies, we have to go and ask for them.  
14 Limitation on toiletries. Yeah, that's what I  
15 want to add right now and I'll think of a lot  
16 more, I'm sure.

17                  DAWN PALIN ROKOSH: Participant 1?

18                  PARTICIPANT 2: Sorry.

19                  DAWN PALIN ROKOSH: No, are you  
20 kidding me? You're making a contribution at all  
21 levels here and I appreciate that.

22                  Participant 1, do you have anything  
23 else you want the Commissioners to know, whether  
24 they're recommendations or other observations  
25 about your experience?



1 PARTICIPANT 1: You know what? I  
2 probably have a lot but do you think I can think  
3 of anything at the moment?

4 LEAD COMMISSIONER FRANK MARROCCO:  
5 Well, let's do it this way. If you do think of  
6 something that you wish you had said then  
7 communicate with either Dawn or Angeline and  
8 they'll make sure that it comes to our  
9 attention.

10 PARTICIPANT 1: There is so much that  
11 really can be said, but in the end this is not  
12 to be a gossip session, for a lack of words,  
13 because I'm using polite words.

14 Honestly, when we work as PSWs  
15 sometimes we feel that when Ministry comes in,  
16 Public Health comes in, they will -- actually,  
17 okay, here's a big one. Every --

18 LEAD COMMISSIONER FRANK MARROCCO:  
19 Oh, no, what happened there? You went on mute.  
20 Can you repeat that? You were on mute for a  
21 minute.

22 PARTICIPANT 1: Yeah, someone tried to  
23 call me, I apologize.

24 One big thing that I do disagree with  
25 and I don't like at all is the fact that when

1 ministry should happen to walk in to do things,  
2 or just to review us, or to see what we have in  
3 place, or what's not in place, it always  
4 became -- it always becomes a circus show.

5 Our bosses, they clean it up, if you  
6 understand what I'm trying to say. I think  
7 visits need to be anonymous. I think that our  
8 bosses should not be aware of it. That's one  
9 thing that could definitely help us because then  
10 they're going to see the true living of a  
11 nursing home.

12 LEAD COMMISSIONER FRANK MARROCCO: Do  
13 they know in advance that they're coming?

14 PARTICIPANT 1: As far as I can tell,  
15 yes, but I'm not up there so I don't get that  
16 information.

17 LEAD COMMISSIONER FRANK MARROCCO:  
18 Right, right.

19 PARTICIPANT 1: I just know that as  
20 soon as they all come running out of their  
21 office, when they don't spend time on the  
22 floors, You got to clean this. You got to clean  
23 that. Pick this up. All of a sudden we're  
24 getting extra staff in, oh, well we know we're  
25 getting a visit from somebody.

1           So now they think, You guys are doing  
2 great. You don't need anything else, or  
3 whatever the situation might be. And that's a  
4 big thing that plays on us year after year after  
5 year. Because if they saw really what goes on I  
6 think maybe they would have more resources for  
7 us.

8           LEAD COMMISSIONER FRANK MARROCCO:  
9           Okay.

10          PARTICIPANT 2: I agree. I believe  
11 that there's a link between -- I'm talking about  
12 long-term care homes, I think there's a link in  
13 between administrators in different regions that  
14 let each other know that they've had a visit  
15 from the Ministry and they're on their way to  
16 you. We don't know the particular day but  
17 within that week everything is cleaned up, extra  
18 staff. We can't have this on the floor. Let's  
19 get rid of this. Yeah, products are there. We  
20 have linen and everything's all in place.

21           And I say to the girls, you know, my  
22 co-workers, I say, You know, when they're coming  
23 in to do their investigations they're seeing not  
24 a normal day. They have to see a normal day to  
25 be able to know to make improvements for us.

1                   And management needs -- I don't  
2 understand why management don't see this  
3 themselves.

4                   We have an old facility. We need a  
5 rebuild, we need this, we need that. But every  
6 time the Ministry are coming in and they're  
7 seeing everything's good, everything's running  
8 up to scratch. Why is anybody going to be in a  
9 rush to give our residents what they deserve and  
10 what they need?

11                   They are living in a home that nobody  
12 should be in, a ward room with three other  
13 people with -- trying to get the space that they  
14 need. They have no space. They're sharing a  
15 bathroom with three other residents. You might  
16 have an independent resident in that room that  
17 has just left their family, their home, and they  
18 have to share a bathroom now with three  
19 strangers. They might be continent, but their  
20 roommates might be incontinent.

21                   And, yeah, I just -- I feel that, you  
22 know, people really need to see. Come in and  
23 see the real -- the real long-term care living.  
24 And, you know, I look at it myself as I'm  
25 getting older myself and I treat my residents

1 the way I want to be treated.

2 I look at where my residents are  
3 living. I don't want to put myself in there. I  
4 don't want to put my mom in there. My mom's in  
5 England so, you know, and I always say to her,  
6 I'm coming over and I'm going to get you and I'm  
7 going to bring you back here. But I wouldn't  
8 put my mom in one.

9 I would put my mom in there if I was  
10 in there to take care of her, but I can't take  
11 care of her 24/7.

12 Yeah. It's -- I'm sorry, something  
13 needs to be done. Something needs to be done.  
14 I think we need to step up. You know, going  
15 through this and listening to all the media and  
16 all the reports and everything, you know. These  
17 residents, they worked their whole lives. Do  
18 you think they really asked to live where  
19 they're living?

20 And the hardest thing for me going  
21 through COVID was not being there and -- I was  
22 negative by the way, but I'm just saying, not  
23 being there at a time when they mainly needed  
24 us. Their dignity was just lost. Like they had  
25 no dignity left. They were left with strangers

1 when I left my shift. Not knowing them, not  
2 knowing their family, not reassuring them.

3 Something needs to be done.

4 LEAD COMMISSIONER FRANK MARROCCO:

5 Okay. Well, I think we've -- I think we got the  
6 message in a way that is memorable, as opposed  
7 to a piece of paper on a slide deck. And so I  
8 don't -- I think we understand what you're  
9 saying, or at least we understand what you've  
10 said so far.

11 ANGELINE HAWTHORN: Thank you so much,  
12 both of you. And unless there are any other  
13 concluding remarks or final pieces that either  
14 of you wanted to say or any of our  
15 Commissioners, I think we'll be ready to close.

16 So I'll just pause for a moment to see  
17 if anyone has any concluding remarks.

18 COMMISSIONER ANGELA COKE: I just  
19 wanted to add too, thank you very much. It's  
20 very helpful and very insightful to hear from  
21 you directly and really understand your voice,  
22 your experiences and your very good ideas about  
23 how things could be done differently.

24 And very warming to hear your concern  
25 for your residents and we thank you.

1 LEAD COMMISSIONER FRANK MARROCCO:  
2 And, Mr. DaSilva, thank you for your  
3 participation, your assistance, not only with  
4 this interview but your participation in the  
5 Commission's interviews previously. Thank you  
6 for that.

7 IAN DASILVA: Happy to help, thank  
8 you.

9 LEAD COMMISSIONER FRANK MARROCCO: A  
10 pleasure to talk to you both and very  
11 informative from our point of view. Thank you.

12 ANGELINE HAWTHORN: Thank you so much.

13 DAWN PALIN ROKOSH: Thank you.

14 -- Meeting ended at 4:54 p.m.

15

16

17

18

19

20

21

22

23

24

25

1 REPORTER'S CERTIFICATE

2  
3 I, HELEN MARTINEAU, CSR, Certified  
4 Shorthand Reporter, certify;

5 That the foregoing meeting was taken  
6 before me at the time and date therein set  
7 forth;

8 All discussions had by the  
9 participants were recorded stenographically by  
10 me and were thereafter transcribed;

11 That the foregoing is a true and  
12 accurate transcript of my shorthand notes so  
13 taken. Dated this 10th day of February, 2021.

14  
15 

16 \_\_\_\_\_  
17 PER: HELEN MARTINEAU  
18 CERTIFIED SHORTHAND REPORTER  
19  
20  
21  
22  
23  
24  
25



**WORD INDEX**

**< 1 >**

**1** 2:7 5:21  
6:14 8:17, 18,  
21 11:21, 25  
18:2, 14, 18  
19:17 22:10, 22  
24:13 30:10, 15  
31:4, 17, 22  
32:1, 10, 22  
33:14, 19  
**10th** 1:17 39:13  
**12** 29:19

**< 2 >**

**2** 2:8 5:22  
10:17 11:20  
12:2, 4 17:23  
18:7 23:23  
24:14, 15, 22  
30:9 31:5, 18  
34:10  
**2021** 1:18 39:13  
**24/7** 36:11

**< 3 >**

**30** 26:24

**< 4 >**

**4:00** 1:18  
**4:03** 3:1  
**4:54** 38:14  
**48** 26:23

**< 5 >**

**5** 25:1

**< 6 >**

**6:00** 1:18

**< 9 >**

**95** 15:5

**< A >**

**ability** 8:16  
**absolutely** 17:22  
**abuse** 21:13  
**accurate** 39:12  
**acknowledge**  
4:12  
**acted** 20:9, 16  
21:17 29:12  
30:4

**add** 30:6 31:15  
37:19  
**address** 5:3  
**administrators**  
34:13  
**Adriana** 2:14  
**advance** 33:13  
**after** 15:8  
18:25 21:4  
27:2 34:4  
**afternoon** 3:15,  
16  
**agencies** 22:14  
24:6  
**agency** 13:8, 12,  
21 14:1 23:21  
**agree** 34:10  
**allowed** 25:2  
**Analyst** 2:14, 16,  
19  
**Angela** 2:4  
30:20 37:18  
**Angeline** 2:16  
4:3, 20, 21 8:9,  
20 11:24 17:21,  
22 32:7 37:11  
38:12  
**Angeline's** 3:8  
**angry** 9:23  
10:19 14:14  
**anonymous** 6:2  
33:7  
**answers** 28:17  
**anxiety** 12:14  
**anybody** 7:11  
14:12 17:3 35:8  
**anyway** 27:11  
**apologize** 32:23  
**appear** 5:19  
**appreciate** 12:1  
31:21  
**appreciated**  
13:9, 15 18:2  
22:22  
**approach** 22:20  
**approximately**  
8:4  
**area** 10:14 17:1  
**areas** 27:21  
**ASAP** 29:12  
**aside** 19:1  
**asked** 17:8  
25:3 36:18  
**asking** 6:14

15:19, 23 17:17  
**aspirations** 7:15  
**assistance** 4:15  
38:3  
**Associate** 7:6  
**Association**  
4:14  
**attempting** 22:1  
**attend** 4:9  
**attending** 1:17  
**attention** 32:9  
**Attorney** 7:8  
**available** 29:6  
31:11  
**aware** 3:13 6:5  
30:13 33:8

**< B >**

**back** 5:14  
14:20, 24 15:8,  
11 16:15, 16, 17,  
25 18:12 25:7,  
21 26:2, 4, 10,  
13, 24, 25 27:2  
30:13 36:7  
**backs** 20:20  
**bad** 17:5, 16  
19:15 21:13  
**badly** 10:18  
**bag** 17:17  
**bar** 19:16  
**basis** 13:4  
15:1 28:25  
31:11, 12  
**bathroom** 35:15,  
18  
**beds** 13:24  
**beginning** 8:24  
27:16 29:4, 6  
**beholden** 7:11  
**believe** 11:9  
29:2, 9 31:7  
34:10  
**best** 4:10 7:12  
8:18 10:22  
**better** 19:13  
23:13 24:2, 18  
29:5, 24  
**Bianchini** 2:19  
**big** 32:17, 24  
34:4  
**biggest** 21:16  
**bit** 7:5 23:1, 13  
**blamed** 21:12

**blaming** 12:14,  
15, 16  
**board** 28:12  
**bodies** 22:23  
**body** 22:23  
**boss** 20:1  
**bosses** 19:20  
20:19 33:5, 8  
**bottom** 18:22  
**boy** 31:4, 5  
**bravery** 18:4  
**breaking** 14:5  
20:21  
**bring** 36:7  
**broke** 14:19  
**brought** 22:13  
**build** 16:21  
21:23  
**building** 18:8  
20:7, 15 22:8  
28:5, 18 29:15  
**built** 15:8 23:16  
**burn** 13:20

**< C >**

**call** 14:18  
18:14 20:6, 20  
26:16, 17 30:15  
32:23  
**called** 14:10  
**calling** 5:23  
**calls** 21:2 26:19  
**camera** 5:8  
**cameras** 5:6  
**capture** 7:13  
**car** 21:9  
**CARE** 1:5 2:12,  
15, 17, 20 3:19  
8:14, 16 9:7  
10:9, 21 34:12  
35:23 36:10, 11  
**career** 7:9  
**case** 11:13  
20:14 25:6, 8  
28:4  
**centre** 23:11  
**certain** 16:13  
22:11  
**CERTIFICATE**  
39:1  
**certified** 28:10  
39:3, 18  
**certify** 39:4  
**Chair** 6:10  
**challenges**  
30:25  
**challenging**  
22:16  
**change** 21:11  
**chaotic** 9:12  
23:17  
**check** 30:16  
**checked** 28:15  
**Chief** 7:6 24:23  
**Choonta** 2:14  
**choose** 6:4  
**circus** 33:4  
**clarify** 11:19  
**clean** 33:5, 22  
**cleaned** 34:17  
**cleaning** 28:16  
29:3  
**clock** 8:5  
**close** 16:12  
37:15  
**co-facilitating**  
4:4  
**co-facilitator**  
4:20  
**Coke** 2:4 4:7  
7:8 30:19, 20  
37:18  
**colleague** 4:3  
**collect** 5:12  
**come** 5:14  
13:10 16:8, 20  
18:20 25:21  
26:9, 13, 19  
28:17 30:13  
33:20 35:22  
**comes** 20:3  
32:8, 15, 16  
**comfortable** 5:5,  
10  
**coming** 13:2, 12  
16:15, 16, 17, 21  
17:16 26:17  
27:4 28:16  
33:13 34:22  
35:6 36:6  
**commencing**  
3:1  
**comments** 3:7  
**COMMISSION**  
1:6 2:12, 15, 17,  
20 3:18 4:2  
18:10  
**Commissioner**  
2:3, 4 3:9 4:6,

<p>7, 8 6:10 7:1, 4, 7 8:3, 10 11:18, 22 22:3 30:19, 20 32:4, 18 33:12, 17 34:8 37:4, 18 38:1, 9 <b>Commissioners</b> 3:13 4:6 12:10 24:19 30:12, 16 31:23 37:15 <b>Commission's</b> 38:5 <b>communicate</b> 13:1 14:15 32:7 <b>communicated</b> 13:2 <b>communicating</b> 15:1 <b>communication</b> 24:3 <b>company</b> 28:16 <b>compelling</b> 11:25 <b>computer</b> 8:5 <b>concern</b> 6:7 37:24 <b>concerned</b> 20:10, 21 <b>concluding</b> 6:18 37:13, 17 <b>confident</b> 21:24 <b>confirmation</b> 20:9, 17 <b>connectivity</b> 4:24 <b>consider</b> 24:20 <b>contain</b> 6:6 <b>continent</b> 35:19 <b>continuing</b> 5:15 <b>contribution</b> 31:20 <b>control</b> 23:1 27:24 28:1, 23 29:15 <b>conversation</b> 3:4 <b>cope</b> 16:9 <b>corresponding</b> 5:4 <b>couple</b> 7:5 25:6, 10 26:11, 22 27:3 <b>courage</b> 18:3 <b>course</b> 19:8, 9</p>	<p>26:21, 22 <b>court</b> 5:17 7:7 <b>cover</b> 6:22 <b>COVID</b> 10:25 17:20 30:23, 25 36:21 <b>COVID-19</b> 1:6 7:23 <b>co-worker</b> 21:4 <b>co-workers</b> 9:2 10:20 12:21 14:25 15:3 25:1 27:6 34:22 <b>cried</b> 17:6 <b>cry</b> 14:8 17:6, 8, 9 <b>crying</b> 14:7, 8 21:9 <b>CSR</b> 39:3 <b>curtain</b> 17:13</p> <p><b>&lt; D &gt;</b> <b>daily</b> 13:4 15:1 29:1 31:11, 12 <b>DaSilva</b> 2:24 4:13 38:2, 7 <b>date</b> 39:6 <b>Dated</b> 39:13 <b>Dawn</b> 2:11 3:2, 25 4:21 6:8 18:6, 8 19:8 22:2, 5 24:11 30:8 31:17, 19 32:7 38:13 <b>day</b> 1:17 9:8, 17 12:22 16:25 23:18 25:20 27:1 34:16, 24 39:13 <b>days</b> 9:18 12:23 15:10 21:4, 6 25:10, 17, 19 26:12, 22, 23 27:3, 22 <b>deal</b> 11:4, 6 14:9 21:1 <b>Dealing</b> 10:12, 16 19:5 <b>dealt</b> 11:13 12:5 <b>deaths</b> 15:2 <b>deck</b> 37:7 <b>deeply</b> 18:2 <b>definitely</b> 5:2</p>	<p>33:9 <b>delegate</b> 22:24 <b>delighted</b> 3:23 <b>demand</b> 27:6 <b>demanded</b> 27:5 <b>dementia</b> 15:20 17:4, 15 <b>depression</b> 16:11 <b>Deputy</b> 7:8, 9 <b>deserve</b> 35:9 <b>deteriorated</b> 17:5 <b>deteriorating</b> 17:15 <b>Diaz</b> 2:14 <b>difference</b> 18:12, 16 <b>different</b> 9:8 10:7 17:1 19:15 27:21 34:13 <b>differently</b> 37:23 <b>difficult</b> 16:3, 4 22:15 23:5 <b>difficulties</b> 9:1 <b>dignity</b> 36:24, 25 <b>direction</b> 11:11 20:11, 24 23:22 29:10 <b>directive</b> 25:1 29:23 <b>directly</b> 37:21 <b>Director</b> 2:11 4:1 <b>disagree</b> 32:24 <b>discussion</b> 3:11 <b>discussions</b> 39:8 <b>disease</b> 10:25 11:1, 2 <b>disobey</b> 19:19 <b>displayed</b> 5:25 <b>doctor</b> 14:10, 18, 19 <b>doing</b> 7:17 22:4, 5, 6 23:21 27:7 34:1 <b>door</b> 16:11 <b>doors</b> 31:9 <b>drawn</b> 17:13 <b>dressed</b> 9:6 <b>driving</b> 14:7 <b>dry</b> 7:14</p>	<p><b>&lt; E &gt;</b> <b>earlier</b> 4:11 21:17 <b>ease</b> 23:16 <b>easier</b> 22:20 <b>effort</b> 3:23 <b>email</b> 5:2, 3 <b>emergency</b> 23:14 <b>Emotion</b> 15:19, 25 <b>emotional</b> 12:14 <b>emotions</b> 12:5 19:5 <b>employee</b> 9:16 <b>encourage</b> 30:21 <b>ended</b> 38:14 <b>England</b> 36:5 <b>ensured</b> 6:1 <b>evening</b> 14:11 <b>everybody</b> 9:14 12:11, 15 23:4, 11 26:7 30:1, 3 <b>everything's</b> 34:20 35:7 <b>exactly</b> 16:2 <b>example</b> 19:18 20:8 <b>excuse</b> 16:20 <b>Exhausted</b> 12:17 <b>experience</b> 8:13 18:13, 15 19:11, 16 22:9, 16 24:16 31:25 <b>experienced</b> 12:6, 18 <b>experiences</b> 3:12, 22 7:13 18:9 37:22 <b>experiencing</b> 14:16 15:20 <b>explain</b> 10:23 16:2 <b>explained</b> 8:22 9:2 <b>extra</b> 33:24 34:17 <b>eyes</b> 16:12</p> <p><b>&lt; F &gt;</b> <b>face</b> 15:15 <b>Facebook</b> 10:23</p>	<p><b>face-to-face</b> 8:23 <b>facility</b> 10:6 23:7 27:18, 23, 25 28:2 30:4 35:4 <b>fact</b> 9:9 32:25 <b>false</b> 25:6, 9, 16 <b>false-negative</b> 29:11 <b>false-positive</b> 29:11 30:2 <b>familiar</b> 15:15 <b>families</b> 15:12 <b>family</b> 13:16, 17 14:10 35:17 37:2 <b>fantastic</b> 29:1 <b>fault</b> 13:14 <b>fear</b> 15:13 16:12, 13 <b>February</b> 1:18 39:13 <b>feed</b> 21:10 <b>feel</b> 5:6, 9 10:2 20:25 21:13, 20 32:15 35:21 <b>feeling</b> 21:8 <b>felt</b> 12:7, 13 14:22 <b>fierce</b> 29:9 <b>fighting</b> 10:11 <b>final</b> 30:12 37:13 <b>finally</b> 24:6 <b>find</b> 15:18, 25 <b>fine</b> 5:9 22:4 25:15 <b>finished</b> 6:17 <b>flashbacks</b> 15:18 17:14 <b>floor</b> 9:20 12:25 13:24 34:18 <b>floors</b> 33:22 <b>fly</b> 19:23 <b>followed</b> 20:23 <b>follow-up</b> 30:17 <b>foregoing</b> 39:5, 11 <b>foremost</b> 13:21 <b>forgot</b> 6:20 <b>formed</b> 23:13 24:2</p>
--	--	---	---	--

**former** 7:6, 8  
**for-profit** 31:7  
**forth** 39:7  
**fortunately**  
10:13  
**forward** 18:17  
23:15 29:22  
**found** 11:5  
**Frank** 2:2 7:4  
8:3 11:18, 22  
22:3 32:4, 18  
33:12, 17 34:8  
37:4 38:1, 9  
**free** 5:6 29:20  
**front** 8:22  
**full** 9:21 10:2  
20:13

< G >

**General** 7:8  
**girls** 34:21  
**give** 5:15 7:2  
8:19 18:20  
27:11 35:9  
**given** 23:22  
**glad** 3:21  
**God** 21:10  
**good** 3:3, 15, 16  
21:5, 25 22:24  
35:7 37:22  
**goodbye** 17:12  
**gossip** 32:12  
**government**  
24:21  
**grabbing** 16:15  
**great** 21:19  
22:6 34:2  
**group** 3:3  
**guidelines** 20:2  
**guilt** 12:19  
14:22  
**guilty** 14:22  
19:23  
**guys** 34:1

< H >

**halfway** 28:10,  
11  
**hand** 16:16  
17:7  
**handful** 9:17  
12:24  
**happen** 24:5  
27:24 33:1

**happened** 11:13  
16:3 32:19  
**happens** 18:19  
**happy** 19:25  
28:19 38:7  
**hard** 8:22 9:15  
12:8, 20 27:20  
**hardest** 36:20  
**haul** 13:19  
**Hawthorn** 2:16  
4:21 8:9, 20  
11:24 17:22  
37:11 38:12  
**Hawthorne** 4:3  
**Health** 20:12, 24,  
25 25:9, 14  
26:8 28:9, 12  
29:10, 24 32:16  
**hear** 3:11 6:13  
12:10 37:20, 24  
**heard** 12:9  
13:7, 9  
**hearing** 6:17  
15:2 30:24  
**Held** 1:16 4:23  
17:7  
**Helen** 2:25  
39:3, 17  
**help** 4:16 10:3,  
20 11:3 13:8,  
10 33:9 38:7  
**helpful** 22:7  
24:12 37:20  
**HEP** 28:17  
**hesitate** 5:13  
**higher** 26:25  
27:1  
**hit** 11:20 21:20  
29:8  
**hold** 14:12  
**holding** 10:15  
**home** 8:14  
10:10 11:19  
14:7, 23 21:9  
22:12 26:23  
31:8 33:11  
35:11, 17  
**homes** 3:20  
11:13 21:12  
31:7 34:12  
**honest** 17:24  
**honestly** 29:9,  
23 32:14  
**Honourable** 2:2

**hope** 26:18  
**hoping** 23:14  
**hospital** 10:7, 9  
13:10 22:14  
23:20 29:17, 20  
**hours** 26:1, 23  
**house** 9:21  
10:2  
**housekeepers**  
29:1  
**huge** 11:1  
28:24  
**human** 19:4  
**husband** 16:25  
17:2, 10, 12, 13,  
17  
**husband's** 17:3

< I >

**Ian** 2:24 4:13,  
18 38:7  
**ideas** 37:22  
**identify** 4:16  
**identity** 6:7  
**immediately**  
20:10  
**impacted** 8:15  
**importance** 9:9  
**improvements**  
34:25  
**include** 6:21  
**incontinent**  
35:20  
**independent**  
35:16  
**Infection** 27:24  
28:1, 23 29:15  
**information** 6:3,  
6 33:16  
**informative**  
38:11  
**input** 24:24  
**insightful** 37:20  
**interested** 7:19  
18:10 30:23  
31:1  
**interview** 38:4  
**INTERVIEWEES**  
2:6  
**interviews** 38:5  
**introductory**  
3:6 6:9  
**investigations**  
34:23

**invite** 7:1  
**isolated** 15:23  
**isolation** 15:13  
16:11  
**issues** 4:24 5:1

< J >

**Jack** 4:8  
**job** 8:16 23:25  
29:1  
**judgment** 20:6  
**Justice** 7:6

< K >

**keeping** 10:1  
**kept** 13:19  
21:22  
**kidding** 31:20  
**kind** 18:21  
**kinds** 22:11  
**Kitts** 4:8  
**knew** 9:4 10:21  
11:6 13:18  
14:23  
**knocking** 20:11  
**knowing** 18:10  
37:1, 2  
**known** 4:15  
**knows** 21:14

< L >

**lack** 32:12  
**laws** 20:21  
**Lead** 2:2 7:4  
8:3 11:10, 18,  
22 22:3 32:4,  
18 33:12, 17  
34:8 37:4 38:1,  
9  
**leave** 23:22  
**leaving** 13:17  
16:14  
**left** 12:24  
14:21 23:10  
35:17 36:25  
37:1  
**level** 28:11  
**levels** 31:21  
**life** 12:6 17:19  
**liked** 20:5  
**limit** 31:3  
**Limitation** 31:14  
**linen** 34:20  
**link** 34:11, 12

**listening** 36:15  
**literally** 23:3  
**live** 36:18  
**lives** 19:5 36:17  
**living** 33:10  
35:11, 23 36:3,  
19  
**locked** 16:10  
31:9, 10  
**long** 12:8 13:18  
**LONG-TERM**  
1:5 2:12, 15, 17,  
20 3:19 8:14  
10:9 34:12  
35:23  
**long-time** 7:9  
**looking** 18:12  
30:7  
**loss** 15:20  
**lost** 9:14 16:24  
17:1 36:24  
**lot** 8:21 12:7,  
18, 20 17:10  
18:3 21:6  
29:18 31:9, 15  
32:2  
**lots** 24:24  
**low** 19:16  
**lowering** 13:24

< M >

**made** 3:23  
9:22 10:24  
18:11, 16 19:12,  
15 22:20 24:18  
26:17  
**making** 4:15  
6:15 10:1  
20:20 21:2  
26:18 31:20  
**management**  
12:15, 25 13:1  
16:5 20:6 25:3,  
12 26:2 28:14  
29:25 35:1, 2  
**Marrocco** 2:2  
3:9 4:7 6:10  
7:2, 4 8:3, 10  
11:18, 22 22:3  
32:4, 18 33:12,  
17 34:8 37:4  
38:1, 9  
**Martineau** 2:25  
39:3, 17

<p><b>masks</b> 25:2 <b>matter</b> 18:19 <b>media</b> 36:15 <b>MEETING</b> 1:5 3:18 4:25 6:19 25:11 38:14 39:5 <b>member</b> 25:8, 22 26:5 <b>members</b> 24:25 <b>memorable</b> 37:6 <b>mental</b> 11:1 <b>mention</b> 4:12 <b>mentioned</b> 4:11 6:8 28:13 <b>message</b> 37:6 <b>messed</b> 26:12 <b>met</b> 4:5 <b>midst</b> 9:13 <b>mind</b> 3:5 7:18 <b>minds</b> 18:23 <b>Minister</b> 7:9 <b>Ministry</b> 32:15 33:1 34:15 35:6 <b>minute</b> 7:21 8:4, 6 32:21 <b>missed</b> 15:9 <b>missing</b> 7:16 <b>mom</b> 36:4, 8, 9 <b>moment</b> 5:12 8:1 30:11, 14 32:3 37:16 <b>mom's</b> 36:4 <b>months</b> 11:11 21:19 <b>morning</b> 14:19 <b>move</b> 5:14 12:2 24:14 <b>moving</b> 23:15 29:22 <b>mute</b> 32:19, 20</p> <p>&lt; N &gt; <b>N95</b> 25:2 27:5, 7, 8 <b>N95s</b> 27:13, 16 <b>names</b> 5:19 <b>name's</b> 3:25 <b>nearly</b> 16:10 <b>needed</b> 13:3, 4, 5 15:15 19:24 20:12 25:4, 5, 13 26:8 27:9, 10 36:23 <b>needing</b> 9:10</p>	<p><b>needs</b> 24:5 35:1 36:13 37:3 <b>negative</b> 27:15, 16 36:22 <b>neglect</b> 21:13 <b>Neither</b> 7:11 <b>nerve</b> 9:22 <b>nice</b> 24:1, 2 <b>nights</b> 16:12 <b>Nope</b> 26:5 <b>normal</b> 34:24 <b>notes</b> 12:7 30:7 39:12 <b>November</b> 7:7 <b>number</b> 5:24 <b>numbers</b> 12:21 13:15 15:1, 3 <b>nurses</b> 10:5 17:16 24:6 <b>nursing</b> 33:11</p> <p>&lt; O &gt; <b>observations</b> 31:24 <b>observed</b> 8:1 <b>offering</b> 30:10 <b>office</b> 23:20 33:21 <b>old</b> 27:18 28:6, 8 35:4 <b>older</b> 35:25 <b>ones</b> 11:9 <b>online</b> 26:21 <b>Ontario</b> 3:20 4:13 7:9 <b>open</b> 7:18 <b>opening</b> 7:2 <b>Operations</b> 2:11 <b>opinion</b> 20:18 <b>opportunity</b> 4:15 6:22 30:11 <b>opposed</b> 37:6 <b>OPSWA</b> 2:24 <b>orders</b> 18:21 <b>original</b> 9:19 <b>outbreak</b> 9:24 16:19 17:20 21:4 27:14 28:3 31:12 <b>outreach</b> 6:2 <b>outside</b> 26:6 <b>override</b> 29:25</p> <p>&lt; P &gt;</p>	<p><b>p.m</b> 1:18 3:1 38:14 <b>Palin</b> 2:11 3:2, 25 18:8 19:8 22:2, 5 24:11 30:8 31:17, 19 38:13 <b>pandemic</b> 8:15 9:24 10:24 <b>paper</b> 37:7 <b>part</b> 22:9 28:24 <b>Participant</b> 2:7, 8 5:21, 22, 24 6:14 8:17, 18, 21 10:17 11:21, 25 12:2, 4 17:23 18:14, 18 19:17 22:22 23:23 24:13, 14, 15 22 30:9, 10, 15 31:4, 5, 17, 18, 22 32:1, 10, 22 33:14, 19 34:10 <b>participants</b> 1:17 2:10 4:17 39:9 <b>participate</b> 18:4 <b>participating</b> 3:17 <b>participation</b> 6:3 38:3, 4 <b>particular</b> 34:16 <b>partner</b> 14:13 <b>part-time</b> 28:25 <b>pass</b> 4:19 18:6 <b>passing</b> 10:12, 16 24:10 <b>pause</b> 5:15 37:16 <b>peers</b> 11:9 <b>people</b> 8:23, 25 10:15 13:12 18:20 19:4 22:13, 18 23:6, 20 25:24 35:13, 22 <b>percent</b> 15:5 26:24 <b>permission</b> 17:8 <b>personal</b> 3:19 4:13, 16 7:22 20:18 <b>personally</b> 31:6</p>	<p><b>perspective</b> 18:11 <b>phone</b> 14:18 26:17, 19 <b>physical</b> 11:2 <b>Pick</b> 33:23 <b>piece</b> 37:7 <b>pieces</b> 37:13 <b>place</b> 11:12 21:5, 19 25:15 33:3 34:20 <b>played</b> 28:24 <b>plays</b> 34:4 <b>pleasure</b> 38:10 <b>point</b> 5:11 9:19 22:11 23:3 38:11 <b>pole</b> 18:23, 24 <b>policies</b> 7:15 <b>Policy</b> 2:14, 16, 19 <b>polite</b> 32:13 <b>positive</b> 15:4, 6, 7 25:6, 8, 9, 16 26:13 28:4 30:2, 3 <b>positives</b> 25:7 <b>possible</b> 24:20 <b>posted</b> 5:18 6:4 <b>posts</b> 10:23 <b>powerful</b> 17:24 <b>PPE</b> 20:13 25:13 26:5 29:5, 14 30:1 <b>practiced</b> 20:16 <b>precious</b> 24:9 <b>prefer</b> 5:8 <b>prepared</b> 11:3 <b>PRESENT</b> 2:23 5:17 <b>pressing</b> 30:17 <b>pretty</b> 29:8 <b>previously</b> 38:5 <b>principles</b> 7:15 <b>problem</b> 28:15 <b>problems</b> 8:25 <b>proceed</b> 6:11 <b>process</b> 6:16 <b>products</b> 34:19 <b>proper</b> 11:3 <b>properly</b> 23:15 <b>propose</b> 30:9 <b>provide</b> 6:23 8:16</p>	<p><b>PSW</b> 17:19 18:20 <b>PSWs</b> 9:19 10:5 12:24 13:3, 16 16:7 23:9 27:13, 15 32:14 <b>Public</b> 7:10 20:11, 24, 25 25:8, 14 26:8 29:10, 23 32:16 <b>pull</b> 19:1 <b>pulled</b> 23:10 <b>put</b> 9:25 17:17 26:5 36:3, 4, 8, 9 <b>putting</b> 25:12</p> <p>&lt; Q &gt; <b>question</b> 6:12, 16, 24 8:11 12:3 17:21 18:2, 7 19:7, 10 21:18 22:10 30:21 <b>questions</b> 6:18 15:23 17:18 30:17 <b>quick</b> 27:24 28:19 29:8 <b>quicker</b> 24:5 <b>quickly</b> 28:24</p> <p>&lt; R &gt; <b>reach</b> 5:2 <b>read</b> 8:12 <b>ready</b> 8:7 12:3 37:15 <b>real</b> 35:23 <b>reality</b> 7:16 18:22 19:3 <b>really</b> 3:21 7:13 12:20 21:1 22:6 24:12 32:11 34:5 35:22 36:18 37:21 <b>reassurance</b> 16:18 <b>reassuring</b> 37:2 <b>rebuild</b> 35:5 <b>recognize</b> 7:21 <b>recognized</b> 21:21</p>
---	--	--	--	---

<p><b>recommendation</b> 24:20 30:22 31:2, 24 <b>recorded</b> 5:7, 16, 21 39:9 <b>redeployed</b> 22:19 <b>refer</b> 5:22 <b>referring</b> 22:13 <b>reflecting</b> 18:13, 15 19:11 24:16 <b>regards</b> 4:10 5:4 <b>regions</b> 34:13 <b>regular</b> 12:24 13:19 15:9 23:9 28:25 <b>regulations</b> 10:8 20:22 <b>rejoin</b> 4:25 <b>relaxing</b> 11:5 <b>remarks</b> 6:9, 11, 19, 25 7:2 37:13, 17 <b>remember</b> 14:6 15:24 16:13 21:10 <b>remembering</b> 15:21 17:16 <b>remotely</b> 1:17 <b>repeat</b> 6:15 19:6 32:20 <b>report</b> 7:12 <b>reporter</b> 5:17 39:4, 18 <b>REPORTER'S</b> 39:1 <b>reports</b> 36:16 <b>reprimand</b> 19:1 <b>resident</b> 15:6 16:24 19:25 21:10, 11 24:10 25:20, 22 35:16 <b>residents</b> 7:22 9:7 10:1 13:17, 25 14:2 15:12, 19, 21, 24 16:13 19:21 23:7 25:25 26:3, 14, 24 27:20 29:19, 21 31:8 35:9, 15, 25 36:2, 17 37:25 <b>resident's</b> 26:13 <b>resources</b> 34:6</p>	<p><b>respond</b> 6:14 12:3 <b>response</b> 6:21 11:25 17:24 22:10 <b>responses</b> 6:13 18:2 <b>result</b> 7:23 26:9 <b>results</b> 25:21 26:4 27:4 <b>retired</b> 7:7, 10 <b>reveal</b> 6:6 <b>review</b> 33:2 <b>rid</b> 34:19 <b>Rokosh</b> 2:11 3:2, 25 18:8 19:8 22:2, 5 24:11 30:8 31:17, 19 38:13 <b>room</b> 14:4 17:2, 13 26:6 35:12, 16 <b>roommates</b> 35:20 <b>Rose</b> 2:19 <b>routine</b> 24:7 <b>rules</b> 20:21 <b>running</b> 33:20 35:7 <b>rush</b> 35:9  &lt; S &gt; <b>sad</b> 12:14 <b>saddened</b> 11:14 <b>safe</b> 10:2 13:23, 25 19:25 25:1 <b>safety</b> 19:20 20:2, 23 24:25 28:9, 12 <b>scare</b> 23:17 <b>scared</b> 14:1, 2, 3 15:14 <b>scheduled</b> 9:18 <b>scope</b> 16:2, 8 <b>scratch</b> 35:8 <b>screen</b> 5:25 <b>seamless</b> 22:21 <b>Secretariat</b> 2:13, 18, 21 4:1 <b>secure</b> 10:1 <b>sends</b> 4:9 <b>Senior</b> 2:14, 16, 19 <b>sense</b> 9:7</p>	<p><b>separate</b> 27:20 29:18 <b>separated</b> 14:17 <b>separation</b> 27:19 29:21 <b>Service</b> 7:10 17:4 <b>session</b> 4:4, 17, 22, 24 5:4, 7, 16, 23 6:9 32:12 <b>sessions</b> 7:21 <b>set</b> 7:14 14:22 39:6 <b>setting</b> 19:16 <b>settled</b> 24:7 <b>share</b> 3:22 6:4 35:18 <b>sharing</b> 22:9 35:14 <b>shift</b> 13:18 37:1 <b>shifts</b> 13:19 15:9 <b>Shorthand</b> 39:4, 12, 18 <b>show</b> 33:4 <b>showing</b> 25:25 26:1, 3 <b>silence</b> 7:21 8:1 <b>single</b> 9:17 15:6 27:1 <b>situation</b> 19:13 24:4, 18 34:3 <b>situations</b> 23:16 <b>slide</b> 37:7 <b>slight</b> 19:18 <b>slightly</b> 10:7 <b>slower</b> 27:4 <b>slowly</b> 27:5 <b>small</b> 3:2 9:16 <b>somebody</b> 33:25 <b>soon</b> 14:4 25:5 33:20 <b>sorry</b> 11:17 16:20 19:6 21:25 30:1 31:18 36:12 <b>sort</b> 30:22 <b>space</b> 29:20 35:13, 14 <b>speak</b> 6:22 14:12, 13 16:5 <b>speaking</b> 5:20 <b>speaks</b> 27:17</p>	<p><b>spend</b> 24:9 33:21 <b>spoke</b> 27:5 <b>spoken</b> 23:24 25:14 <b>spread</b> 20:17 27:21, 22, 23 28:24 29:16 <b>staff</b> 13:8, 12, 22 14:2 15:5 22:13 25:8, 22 26:4, 15, 19, 25 33:24 34:18 <b>stages</b> 12:19 <b>start</b> 3:7 6:8 8:7, 11, 17 11:5 <b>started</b> 7:20 8:8 9:12, 14 13:12 25:25 <b>starting</b> 26:1 <b>statements</b> 30:12 <b>stay</b> 5:8 14:23 <b>stayed</b> 27:15, 16 <b>Stenographer/Tra nscriptionist</b> 2:25 <b>stenographically</b> 39:9 <b>step</b> 36:14 <b>stepped</b> 29:25 <b>stepping</b> 16:1 20:22 <b>steward</b> 24:23 26:12 <b>stop</b> 29:16 <b>stories</b> 6:5 <b>strangers</b> 9:21 10:3, 4 13:2 22:12 35:19 36:25 <b>strategies</b> 16:8, 21 <b>strength</b> 14:21, 24 15:8 16:22 <b>strictly</b> 30:23 <b>strong</b> 9:2 14:3 <b>stronger</b> 15:11 <b>stuff</b> 21:1 24:7 <b>sudden</b> 21:20 33:23 <b>suits</b> 28:17 <b>Superior</b> 7:6 <b>supervise</b> 23:6</p>	<p><b>supplies</b> 23:9 31:13 <b>support</b> 3:19 4:14, 16 7:22 13:6 <b>supports</b> 4:1 <b>supposed</b> 11:8, 10 <b>swab</b> 26:9, 14 29:13 <b>swabbed</b> 25:17 26:18, 20 <b>swabbing</b> 26:15 <b>symptomatic</b> 26:6 <b>symptoms</b> 25:25 26:1, 3  &lt; T &gt; <b>takes</b> 24:4 <b>talk</b> 24:15 38:10 <b>talked</b> 17:10 22:10 <b>talking</b> 7:17 8:22 22:15 34:11 <b>teams</b> 23:15 <b>technical</b> 5:1 <b>test</b> 29:11 <b>tested</b> 15:5, 7 <b>thanks</b> 4:10, 21 <b>thing</b> 11:19 20:5 21:16 32:24 33:9 34:4 36:20 <b>things</b> 4:19 7:5 10:8 18:11 19:14, 22 21:19 31:10 33:1 37:23 <b>thinking</b> 12:8 <b>third</b> 4:8 25:20 <b>thoughts</b> 5:13 31:2 <b>tied</b> 30:23 <b>time</b> 4:25 5:11, 15 8:20, 22 9:3, 15, 25 12:20 18:16 24:4, 9 25:11 33:21 35:6 36:23 39:6 <b>times</b> 21:9 <b>today</b> 3:3, 18, 22 4:2, 4, 6, 9,</p>
--	--	---	--	---

<p>17 5:6 6:3, 4 16:24 17:5, 6, 15, 18 18:4 <b>today's</b> 4:22 <b>toiletries</b> 31:14 <b>told</b> 17:5, 6 18:9 21:3 26:8 27:9 <b>tomorrow</b> 16:14, 15, 17 <b>tools</b> 19:13 <b>top</b> 18:23 <b>totally</b> 19:19 <b>totem</b> 18:22, 24 <b>train</b> 13:13, 23 <b>training</b> 13:14 <b>transcribed</b> 39:10 <b>transcript</b> 5:21 39:12 <b>transcripts</b> 5:18, 19 <b>treat</b> 35:25 <b>treated</b> 36:1 <b>tripping</b> 23:4, 11 <b>true</b> 33:10 39:11 <b>trying</b> 7:12 9:25 16:8, 20, 21 23:5 27:20 28:21 33:6 35:13 <b>type</b> 24:7</p> <p>&lt; U &gt; <b>understand</b> 10:10 14:16 23:14 30:24 33:6 35:2 37:8, 9, 21 <b>understanding</b> 8:25 <b>unfortunately</b> 4:9 10:13 24:3 <b>union</b> 24:25 <b>unsure</b> 13:22 <b>upset</b> 10:18 <b>upsetting</b> 11:7 <b>useless</b> 12:13</p> <p>&lt; V &gt; <b>ventilation</b> 28:6, 7, 8, 14 <b>versus</b> 10:9 <b>video</b> 5:7</p>	<p><b>Videoconferenci</b> <b>ng</b> 1:16 <b>view</b> 38:11 <b>virtual</b> 14:11 <b>virus</b> 10:25 <b>visit</b> 33:25 34:14 <b>visiting</b> 15:13 <b>visits</b> 33:7 <b>voice</b> 12:9, 11 37:21</p> <p>&lt; W &gt; <b>wait</b> 25:10, 17, 18 26:9 <b>waiting</b> 20:9 25:21 27:3 29:12 <b>walk</b> 33:1 <b>walked</b> 14:4 23:18 <b>wanted</b> 30:16 37:14, 19 <b>ward</b> 25:23, 24 35:12 <b>wards</b> 27:19 <b>warming</b> 37:24 <b>Wave</b> 11:20 21:22 25:7 29:7, 8 <b>website</b> 5:18 6:5 <b>week</b> 9:11, 14 13:11 14:6 28:2 29:18 34:17 <b>weeks</b> 21:7 24:5 27:14 <b>Whoa</b> 23:21 <b>wish</b> 5:22 19:14 32:6 <b>Wonderful</b> 8:9 <b>wondering</b> 22:17 <b>words</b> 3:8, 10 32:12, 13 <b>wore</b> 27:13, 15 <b>work</b> 9:6, 17 23:10 32:14 <b>worked</b> 12:19 36:17 <b>workers</b> 3:19 4:16 7:22 <b>Worker's</b> 4:14</p>	<p><b>working</b> 8:14 21:15 <b>wracking</b> 9:22 <b>wrap</b> 6:19 <b>write</b> 7:12 <b>wrong</b> 17:11 20:15 <b>wrote</b> 12:7 28:22</p> <p>&lt; Y &gt; <b>yeah</b> 29:22 31:14 32:22 34:19 35:21 36:12 <b>year</b> 16:10 34:4, 5 <b>yesterday</b> 9:3 <b>Yup</b> 21:5</p> <p>&lt; Z &gt; <b>Zoom</b> 1:16 4:23</p>		
---	--	--	--	--