

Long-Term Care COVID-19 Commission Meeting

Group Meeting with Residents
on Thursday, March 11, 2021



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

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 11th day
of March, 2021, 2:00 p.m. to 2:40 p.m.

1 BEFORE:

2

3 The Honourable Frank N. Marrocco, Commission Chair

4 Angela Coke, Commissioner

5 Dr. Jack Kitts, Commissioner

6

7

8 RESIDENTS:

9 Richard

10 Judy

11 Lorraine

12 Pauline

13

14 PARTICIPANTS:

15 Dawn Palin Rokosh, Director, Operations,

16 Long-Term Care Commission Secretariat

17 Angeline Hawthorn, Senior Policy Analyst, Long-Term

18 Care Commission Secretariat

19 Rose Bianchini, Senior Policy Analyst, Long-Term

20 Care Commission Secretariat

21

22

23 ALSO PRESENT:

24 Judith M. Caputo, Stenographer/Transcriptionist

25

1 -- Upon commencing at 2:00 p.m.

2

3

4 DAWN PALIN ROKOSH: Good afternoon and
5 welcome, everyone. Thank you for joining today's
6 discussion with the Ontario Long-Term Care COVID-19
7 Commission.

8 We really appreciate your time and
9 participation. Hearing from residents in Ontario
10 is very important to help the Commission understand
11 the firsthand experiences that you've had as
12 residents in long-term care facilities and of the
13 impacts that COVID-19 has had in your lives and in
14 long-term care homes.

15 My name is Dawn Palin Rokosh, and I
16 will be facilitating this session today. I'm
17 joined by my colleagues, Angeline Hawthorn and Rose
18 Bianchini, who you've already met, who are senior
19 advisors at the Commission.

20 I will be posing two questions to the
21 group today, using a roundtable format, and you'll
22 be invited to take turns sharing your experiences
23 in response to these questions.

24 So, I will call upon each of you in the
25 meeting to answer the first question, and then once

1 we are finished hearing from all of you on the
2 first question, we will move to the second
3 question.

4 I would like to inform you that today's
5 session is being recorded for transcription
6 purposes and so you'll see Ms. Caputo is one of the
7 participants on today's call, and she is taking a
8 transcript of our proceedings today.

9 So the information that you provide
10 here today will be publicly available in a
11 transcript that we'll put on our website, and so
12 that other people can hear about the experience
13 that you've had. Therefore, this session is not
14 confidential.

15 So, as you have already seen, we have
16 the Commission's three Commissioners who are in
17 attendance today to meet with you and hear about
18 your experiences.

19 I'd like to now turn things over to
20 Commissioner Angela Coke to introduce herself and
21 the other Commissioners and to open the meeting.

22 Commissioner Coke.

23 COMMISSIONER ANGELA COKE: Okay, thank
24 you, Dawn. Good afternoon, everyone, and thank you
25 for participating in this meeting.

1 As you've heard, my name is Angela Coke
2 and I am one of the three Commissioners that has
3 been appointed by the government to lead this
4 Commission. We're also joined by our Chair of the
5 Commissioner, Frank Marrocco, and the other
6 Commissioner, Dr. Kitts.

7 So, as you may know, this is an
8 independent commission that was set up to
9 investigate the spread of COVID-19 in long-term
10 care homes and how residents, staff and families
11 were impacted.

12 Governments often set up commissions or
13 inquiries when tragic events occur, and their
14 purpose is to investigate what happened and why and
15 to make recommendations to ensure it doesn't happen
16 again. Most commissions and inquiries are
17 established after a tragedy has occurred. Ours is
18 a little bit different in that we have been
19 carrying out our work in the ongoing pandemic. We
20 have already provided two sets of interim
21 recommendations to the government.

22 As I mentioned, one of the key issues
23 that we've been asked to investigate is how
24 residents, staff, family members and others were
25 impacted by the spread of COVID-19 in long-term

1 care homes. And we've heard from resident and
2 family associations, from union representatives and
3 a number of folks on the devastating impact that
4 the spread has had on residents, families and
5 staff.

6 But as we've said, it is very critical
7 that we hear directly from you, the residents. We
8 appreciate very much your participation in this
9 meeting today. It will provide some very valuable
10 firsthand information that will help us with our
11 work.

12 Before I turn it back over to Dawn, I
13 would ask you if you would join me in observing a
14 moment of silence for the residents and staff of
15 long-term care homes who have died during COVID-19.

16 Thank you.

17 DAWN PALIN ROKOSH: Thank you,
18 Commissioner Coke.

19 Now I'd like to start by asking the
20 residents who have joined us today the first
21 question. And the first question we'd like to hear
22 from you on is: What impact has COVID had on your
23 life? Is there anything that could have made
24 things better for you and the other residents?

25 So I'd like to start, ask Judy to speak

1 first, if I could. Judy is like, "Oh."

2 JUDY: I knew you were going to ask me
3 first.

4 DAWN PALIN ROKOSH: You knew I was
5 going to call. Well, it seems like you have
6 something to say, and we'd really like to hear it,
7 Judy.

8 JUDY: Well, there has been a very big
9 impact on everybody. And I'm not just speaking
10 about myself, I'm speaking for, you know, the
11 seniors that can't speak for themselves.

12 It's been a very lonely and boring
13 time. We've had no activities whatsoever; there's
14 been nothing to do. People are -- some of the
15 other people are like, "What happened?" You know,
16 they don't understand and they can't figure out why
17 they can't see their families.

18 Then, you know, at Christmastime there,
19 like Christmas was to be shut -- we were to be shut
20 down on the -- all of a sudden, the 23rd -- or the
21 26th, rather, and then they switched it to the
22 23rd, which a lot of people were looking forward to
23 Christmas because they hadn't been able to do
24 anything for such a long time, myself included.

25 But we were locked down, and a lot of

1 us had to eat in our rooms, which is not a very
2 pleasant thing when you're getting constantly cold
3 meals, and I mean cold. And I'm lucky, I have an
4 electric chair so I can get around and go back and
5 ask it to be nuked, but everybody else really
6 can't.

7 I'm concerned about the people that,
8 you know, really unfortunately have dementia or
9 Alzheimer's and don't know what's going on. And
10 they're constantly being fed this cold food, which
11 is not appetizing at all. Period.

12 But it's been a very frustrating
13 period, because even on the other side, you know --
14 my husband, thankfully, is alive and that, but you
15 know, we went six months almost without being able
16 to see each other or, you know, through a glass
17 window; that was it. And it's -- I don't know,
18 it's just so difficult for the other seniors that
19 can't understand what's going on. And it changes
20 their lives because, you know, they just want to,
21 you know, crawl into a hole and call it quits. I
22 felt like that myself a couple of times. I just
23 said, you know, let it be over.

24 We couldn't leave the building, we
25 couldn't go outside. Well, we could go outside in

1 the middle, but it's not like being able to take a
2 walk or go for coffee or anything like that, or
3 have a little bit of interaction with somebody
4 outside in the fresh air. And went all summer,
5 basically, without being able to go anywhere. And
6 when you're in a building with no air-conditioning,
7 it's not fun.

8 So I don't know, I just know it was
9 a -- it's an extremely difficult time for
10 everybody. People just don't have the -- aren't
11 able to get around or do anything. So I don't know
12 what else.

13 I know it was difficult, and it still
14 is because we're still locked down. We can't go
15 outside the building. Nobody can come in. My
16 husband, he's an essential caregiver and he can't
17 come in, you know. And I don't know when that's
18 ever going to be again. Nobody's got any answers.
19 So that's my spiel.

20 DAWN PALIN ROKOSH: Yes, Judy, thank
21 you for sharing that. Yes, it really sounds like
22 things changed drastically in your day-to-day life,
23 and I can certainly -- yes, I can appreciate how
24 difficult that has been. And I'm sorry for what
25 you've experienced.

1 JUDY: Thank you.

2 DAWN PALIN ROKOSH: So thank you for
3 sharing that, and I will add for you and the other
4 participants, if between the first and the second
5 question, if there are other things about your
6 experience that you recall that you want to share
7 with the Commissioners, that's absolutely fine to
8 do later.

9 So, thank you very much, Judy.

10 I'd like to call on Pauline, if I
11 could. And Pauline, I see that your microphone is
12 muted. So if you're able to unmute.

13 There you go. Yes, we can hear you
14 Pauline, and so I'll just repeat the question for
15 you, which is: Can you please tell us about the
16 impact that COVID has had on your life, and is
17 there anything that could have made things better
18 for you and for other residents?

19 PAULINE: Well, unlike Judy, my
20 experience has been a bit better. Like them, I
21 certainly couldn't go out this door, but I move
22 around because I have a wheelchair. I could, you
23 now, make my rounds up here. And I have my son
24 coming in, essential caregivers. And unlike the
25 lady before me said, this place is air conditioned,

1 so we didn't suffer from the heat all that bad.

2 My experience hasn't been all that bad.
3 I figured that you people did a really good job
4 looking after us, and I feel pretty at peace about
5 the whole thing.

6 DAWN PALIN ROKOSH: Pauline, I'm really
7 glad to hear that. Can you tell us a little bit
8 more? You said that the people supporting you in
9 the home, you felt they did a good job, that you
10 were well supported.

11 PAULINE: Yes. I mean, I'm pretty
12 independent; I can do pretty well, you know,
13 everything myself. And I felt that it didn't
14 really have that much impact on me.

15 But I agree that all the other people,
16 you know, people with dementia and in wheelchairs,
17 confined to their rooms, I think that they suffered
18 because the nurses and everybody was so busy.

19 RICHARD: The nurses were understaffed.

20 PAULINE: That's right, it was
21 understaffed and the personal support workers
22 didn't have enough time to spend with these people.
23 So, therefore, they were so lonely and lacking
24 human contact.

25 DAWN PALIN ROKOSH: Yes, okay. That's

1 very helpful, Pauline. Thank you very much for
2 sharing your experience.

3 PAULINE: No problem.

4 DAWN PALIN ROKOSH: We'll come back to
5 you when we ask the second question in a couple of
6 moments.

7 PAULINE: Okay.

8 DAWN PALIN ROKOSH: Okay, Richard. I'd
9 like to call on Richard. And I see that you're
10 also on mute, Richard, so you'll need to take
11 yourself off mute, or we can give you a prompt.

12 The question is: What impact has COVID
13 had on your life, and is there anything that could
14 have made things better for you and other
15 residents?

16 RICHARD: Hello, Angela, and hello,
17 everyone. When is this going to be over? I will
18 tell you, we have been very lucky here. A very big
19 thanks to our administrator, Gina, and staff.
20 There the rapid testing was available, more family
21 or friends should be able to come in.

22 Residents should not have to wait or
23 sit two hours for breakfast. Because I know we are
24 definitely understaffed. More physical therapy is
25 needed.

1 And they've done a wonderful job here,
2 and it's very hard to complain about anything.
3 I've been very lucky. My family has been very good
4 to me. I no longer can walk; I need my wheelchair,
5 you know. I believe we need more therapy. All
6 right?

7 And at the moment, that's about all I
8 have to say.

9 DAWN PALIN ROKOSH: Thank you, Richard.

10 Have you been receiving any therapy,
11 physical therapy, at all, compared to before the
12 pandemic?

13 RICHARD: Yes, I did. But, you know,
14 we came better. Then, all of a sudden, it went the
15 opposite way. I don't know why.

16 All this time we've been very well,
17 well looked after. And I was walking, with my
18 walker, of course, and all of a sudden I got a pain
19 in my right leg, and, well, I haven't been the same
20 ever since. But I had an operation for -- what was
21 it? I had an operation for prostate cancer and I
22 wasn't able to walk as much. So I'm kind of
23 blaming that.

24 But, honest to God, I've been very well
25 looked after. And Gina, honest to God, she

1 deserves a medal. She's been right on the ball.
2 Whenever anything, she's right there, she stops
3 everything. Honest to God, that lady should be --
4 once I did say we should have her as Prime
5 Minister. But you can't have her, we need her
6 here.

7 DAWN PALIN ROKOSH: Wonderful, Richard.
8 Is that one of the staff there that you're
9 referring to?

10 RICHARD: No, the administrator.

11 Dawn PALIN ROKOSH: Oh, the
12 administrator.

13 RICHARD: Yes.

14 DAWN PALIN ROKOSH: Okay.

15 RICHARD: And honest to God, all the
16 PSWs, my God, I couldn't complain about any one of
17 them. I feel sorry for them because they are
18 understaffed. I guess you get that all the time,
19 but it's a fact. They're doing the other jobs.
20 Actually, it's not their job, but they have to fill
21 in, you know. It's a shame.

22 I'd like to see them do their own job
23 and bring in somebody else to help out, because
24 they do need help.

25 DAWN PALIN ROKOSH: Right.

1 RICHARD: And when that's going to
2 happen, I don't know. I guess everybody would love
3 to know when this is going to be over. Okay?

4 DAWN PALIN ROKOSH: Yes. Richard,
5 thank you.

6 Just on the staffing, do you think it's
7 more understaffed during the pandemic than it was
8 before?

9 RICHARD: Well, yes, I would say, yes.
10 But even before, there was people going -- I go to
11 some of the meetings, you know, and there was
12 always somebody bringing it up, "We're
13 understaffed, we're understaffed, we're
14 understaffed." And honest to God, it's a fact.
15 But I don't know the budget business.

16 DAWN PALIN ROKOSH: Richard, thank you
17 very much for that, for sharing that experience.
18 That was very, very helpful. And I will come back
19 to you in a few moments for Question 2.

20 RICHARD: Thank you.

21 DAWN PALIN ROKOSH: Thank you.

22 So, Lorraine. I would like to call on
23 you, Lorraine, to answer the question about what
24 impact COVID has had on your life, and is there
25 anything that could have been done to make things

1 better for you and other residents.

2 LORRAINE: Well, I feel pretty
3 fortunate in this facility. We've got plenty of
4 staff now and I do get the -- we do get therapy.
5 I'm just out of the hospital myself. I had a
6 problem and I've been in the hospital, and I'm just
7 home a couple of days now. But that's beside
8 COVID.

9 And what else? Our meals have been,
10 naturally, they have been in our room most of the
11 time, but our meals were hot.

12 DAWN PALIN ROKOSH: Okay.

13 LORRAINE: They were very good. And if
14 they weren't hot, you could send them back and they
15 would heat them in the microwave. Like I say, I'm
16 in a very small facility, so it's -- I think it's
17 much better than some of the larger places.

18 The staff is very friendly. And other
19 than -- I mean, I understand that we can't see
20 people, you know, and so on. But they try to make
21 fun for us, so that's the main thing.

22 DAWN PALIN ROKOSH: Well, that's very
23 good to hear, indeed, especially because I'm sure
24 it must have been hard to not be able to see
25 people.

1 LORRAINE: It is. But I understand.
2 I'm one of the people who can understand, so I'm
3 thankful for that.

4 What else? We've had our activities,
5 but we have a safe space so, you know, it's not the
6 same as it was. But at least we get therapy and we
7 get some activities. There's some, of course, that
8 we would like to have that we can't. But no, we're
9 very good here.

10 I mean, it's unfortunate people that
11 don't understand, but I'm one of the ones that can.

12 DAWN PALIN ROKOSH: I'm very pleased to
13 hear that indeed, Lorraine, and I thank you very
14 much for sharing that.

15 Do you have anything else to add before
16 we move to the second question?

17 LORRAINE: I did have COVID.

18 DAWN PALIN ROKOSH: Oh, you did.

19 LORRAINE: Yes, right in the beginning,
20 but I had a mild case, apparently. So I wasn't
21 that many days where I was really sick, but I was
22 well taken care of while I was sick. That was
23 right in the beginning of this mess.

24 DAWN PALIN ROKOSH: Oh, wow.

25 LORRAINE: And my roommate was very

1 agitated and so on at that time. She kept calling
2 and calling, and they were very, very patient with
3 her. Anyway, we all got over it.

4 DAWN PALIN ROKOSH: Lorraine, did your
5 roommate also have COVID?

6 LORRAINE: No, she didn't.

7 DAWN PALIN ROKOSH: Wow. So that must
8 have been a scary experience.

9 LORRAINE: It was, but more so for the
10 family who couldn't visit us more. But, yes, it
11 was.

12 DAWN PALIN ROKOSH: Well, I'm really
13 glad to hear that it was a relatively mild case and
14 that you're doing better now and that you received
15 great care. That is wonderful.

16 LORRAINE: They were short-staffed at
17 the time, but they managed pretty well at that
18 time.

19 DAWN PALIN ROKOSH: Wonderful,
20 Lorraine. Thank you very much. I'm going to come
21 back to you in a moment under Question 2.

22 For Question 2, I want to just ask
23 Judy. Judy, did you have your hand up? I'm
24 getting a notification that you made -- did you
25 want to make a point here?

1 JUDY: Yes.

2 DAWN PALIN ROKOSH: Please go ahead.

3 JUDY: Okay. I've been here for three
4 years, and the people have been great through this
5 whole pandemic. The workers have just been worked
6 to the bones; they're done. They are so absolutely
7 overworked that, you know, it's sad to see.
8 Because, you know, I see some of the PSWs coming in
9 and they've got sciatic nerve problems. I know
10 what that's like; I had it for three years. And
11 just, you know, everybody is worn out from it, even
12 us. We're all worn out from it.

13 But, you know, I just wanted to add
14 that the staff did good, but I thought they could
15 have brought in a few more PSWs to help because, a
16 lot of the time, our floor was short-staffed, which
17 when you normally have four or five people on the
18 floor and you go down and you've got three for 75
19 patients, you know, or residents, it's a lot of
20 people and a lot of wear and tear on the bodies.

21 So you know, I just -- that's probably
22 all I need to add. Thank you.

23 DAWN PALIN ROKOSH: Thank you very
24 much, Judy. That's very helpful.

25 And so I'd like to ask the group our

1 second question today. And what I think I'm going
2 do is, I'll start with Pauline and then we'll go
3 through everyone and come back to Judy on this.

4 So, as you know, the Commissioners have
5 been asked to make recommendations to government.
6 And so we'd like to ask you: In your view, what is
7 the most important thing or things that you want
8 the Commissioners to know as they consider making
9 recommendations to government?

10 So, Pauline, can I start with you,
11 please? And I'll just note that you're on mute
12 right now.

13 PAULINE: Okay. Can you hear me?

14 DAWN PALIN ROKOSH: Perfectly.

15 PAULINE: Okay. The only thing I would
16 say is that people like myself and people that kind
17 of understand most of what's going on, I feel that
18 we should be informed a bit more about what's going
19 on in here.

20 Like, I mean, there were cases of
21 people in the facility here that had COVID, that,
22 you know, friends of mine, and I didn't -- no one
23 told me. We see it -- have the Zoom call or
24 something, because suddenly you see them on the TV
25 that, you know, that they were sick with COVID or

1 something. And so my only feeling is that those
2 that are able to handle it, I think we should be
3 more informed.

4 DAWN PALIN ROKOSH: That's really
5 helpful, Pauline. We have also heard that from
6 other residents, that they have that same feeling
7 that they didn't know what was going on with their
8 friends, and that would have been important and
9 would have helped to know, they would like to know.

10 PAULINE: That's right. I found out
11 most of my information of what was going on in here
12 from my son. He'd get robo calls from the
13 facility, and he knew more of what was going on
14 here than I did.

15 DAWN PALIN ROKOSH: Okay. That's
16 really helpful information.

17 PAULINE: Yes, that was the only
18 recommendation that I would have. I mean, I think
19 that everything was well taken care of.

20 DAWN PALIN ROKOSH: Perfect. Okay.
21 Thank you so much, Pauline. That is incredibly
22 helpful. I really, really appreciate it.

23 PAULINE: Thank you.

24 DAWN PALIN ROKOSH: So, Richard, can we
25 ask you to share with us what, in your view, would

1 be the most important thing or things that the
2 Commissioners need to know as they consider
3 recommendations? And just before you speak, I see
4 that you're on mute, so you'll have to take
5 yourself off mute.

6 I think we can give you a prompt.
7 Angeline, is that something we can do?

8 Thank you, perfect. Yes. Richard,
9 would you like me to repeat the question or...

10 RICHARD: No, I think I understand it.

11 I knew through the last few months that
12 some of the staff cannot afford to work here
13 anymore because they were only getting two shifts a
14 week, and they were thinking that they had to go
15 and get another job because two shifts was not
16 enough to pay their bills, and so forth and so on.
17 But I know one at least she didn't quit,
18 she likes the people here. But I think she's
19 getting a little more shifts now.

20 But they would all like to get two jobs
21 at one time, where that was cut out. Now, I don't
22 know if that's -- well, I don't know if that's
23 right or wrong, I know just I could not live on two
24 shifts a week. And, you know, that would be my
25 most -- to help the gals, you know.

1 Myself, I've been very lucky. I've got
2 my family with me, and my daughter, actually.
3 Honest, I've been very, very lucky. And I do keep
4 myself busy. So I really have nothing to complain
5 about.

6 And now I try to do things for other
7 people, and they -- some of them, some understand,
8 but I would like to see us play more often. I used
9 to say, "Who wants to play bingo?" And now I'm
10 hooked. I want to play my bingo. And no more, we
11 can't play bingo no more because there's only,
12 well, so many people can group together.

13 And then I'm in my room quite a bit,
14 you know. But I'm glad. Like, I went to the
15 hospital two weeks ago to get a bone scan. It came
16 back there was nothing wrong with me, I know, but I
17 was locked up for two weeks again, which I do
18 understand. But it's a long time, believe me. I
19 wish it could be cut down. And I know others,
20 other people wish the same.

21 So, other than that, I'm not sure.
22 Okay.

23 DAWN PALIN ROKOSH: Thank you.

24 LEA-ANNE: Skype is maybe more like
25 video chat like you're doing now.

1 RICHARD: Well, more or less.

2 LEA-ANNE: Yes. And if they could
3 maybe have somebody assigned to do that and be more
4 available.

5 DAWN PALIN ROKOSH: Okay.

6 LEA-ANNE: I'm his daughter, sorry. I
7 know you can't see me on the screen.

8 What we experienced on Christmas Day
9 was we were very excited to have the family
10 together to be able to do a Skype on Christmas Day.
11 They didn't have any particular person assigned to
12 that job, moving forward. They have to hand it to
13 a PSW worker, who was understaffed to begin with.
14 She had a laptop or iPad handed to her, didn't
15 really know how to operate it. Couldn't get the
16 function and get it going, and so our Christmas
17 family connection didn't happen.

18 So that was really upsetting for all of
19 us, a lot of tears. Yes, and just the everyday
20 worry that they're in here like targets, like
21 sitting ducks, and just the stress is unbelievable.

22 Again, we had, you know, Gina
23 downstairs was just a rock star, she has done
24 everything to take care of them, very much
25 appreciated.

1 I think maybe, moving forward, they
2 could possibly have someone that is assigned, if
3 there ever is another pandemic, somebody that is
4 specifically assigned for these Skypes or for the
5 video chats that's qualified to do it. And it
6 makes it much more available to family members to
7 be able to see them, not just hanging on a thread
8 with the hopes that a staff member's got a few
9 minutes to pull one off for us.

10 So that would be our recommendation in
11 that. And whether it's teenage high school kids,
12 or whoever, I don't know. More availability to the
13 Skype for families that would like to see them more
14 often and, you know, support in that way. So that
15 the ones that even that can't speak for themselves,
16 they maybe have a program where at least once every
17 two weeks or something, automatically, they reach
18 out to family members that will set up a Skype just
19 for that resident just to even look at them.

20 DAWN PALIN ROKOSH: Right.

21 LEA-ANNE: Not based on her asking for
22 one because she can't for herself, right? So maybe
23 a program in place like that for more outside
24 connection with family members. That would be a
25 good one, in my opinion.

1 RICHARD: And I second that.

2 LEA-ANNE: And you second that, yeah.

3 DAWN PALIN ROKOSH: You second that,
4 Richard. That's fantastic.

5 LEA-ANNE: So I got that one off my
6 chest. Thank you.

7 DAWN PALIN ROKOSH: I really appreciate
8 that. And Richard's daughter, thank you very much.
9 Would you be willing to share your first name with
10 us so we can have your first name on the transcript
11 when you made that important point?

12 LEA-ANNE: Okay. My name is Lea-Anne.

13 DAWN PALIN ROKOSH: Lea-Anne, can you
14 just spell that for us?

15 LEA-ANNE: Sure. L-E-A hyphen A-N-N-E.

16 DAWN PALIN ROKOSH: Perfect.

17 RICHARD: Lea-Anne.

18 LEA-ANNE: L-E-A hyphen A-N-N-E.

19 DAWN PALIN ROKOSH: Obviously,
20 Lea-Anne, you had parents that chose a wonderful
21 name for you.

22 LEA-ANNE: Oh, thank you.

23 DAWN PALIN ROKOSH: So, thank you very
24 much for sharing that. We do appreciate that very
25 much. And thank you also for being here today and

1 facilitating Richard's participation.

2 And Richard, thank you. Thank you so
3 much for the points you just made in terms of the
4 important considerations that you'd like the
5 Commissioners to be aware of. We really appreciate
6 that.

7 RICHARD: Yes.

8 LEA-ANNE: Yes, I think it's fabulous.
9 But like I said, the staff that are getting very
10 little shifts and they can't make money anywhere
11 else, is concerning. But when they are here,
12 they're not only PSW workers, they're waitresses
13 and waiters. They're doing haircuts. They're
14 doing -- they're wearing many hats.

15 I've been here, a part of the program
16 since November, of the personal support for
17 families or essential visitor program, so I'm here
18 quite often. I see, you know, a lot of what goes
19 on. And the isolation is sad, to see them sitting
20 in their rooms alone when they, you know -- there's
21 no interacting with them much.

22 It's just starting now because we have
23 rapid testing going on here. The staff are being
24 tested on daily -- as they come in for their shift.
25 They can't go to their floor until they're screened

1 and cleared to go. So that's been a good safety
2 net. Hopefully, they get that going in all the
3 nursing homes.

4 But, yeah, the staff were really
5 stretched pretty thin. But they do it with a
6 smile. I've never had any suspicion whatsoever
7 there is neglect going on, not here.

8 But, yeah, I just hope, with rapid
9 testing, it's going to let a lot more family
10 members at least be able to have the option to be
11 screened down in the lobby so the residents can
12 socialize more with their families.

13 It's almost like they were -- I know
14 we've protected them, but it was almost like they
15 were in jail, like they were being punished, more
16 than all of us. We could all still go to the
17 grocery store, which was the big day out, but it
18 was still interacting and looking at people, right?

19 So hopefully, moving forward, if we
20 ever get another pandemic, it's handled a bit
21 quicker, for the social aspect, at least to be able
22 to look at each other and interact even with their
23 neighbour. The isolation was the saddest part, I
24 would say.

25 Those are my recommendations.

1 DAWN PALIN ROKOSH: Thank you very
2 much, Lea-Anne. I appreciate that.

3 I'd like to call on Lorraine next.

4 Lorraine, we would like to hear your
5 views on the most important thing or things that
6 Commissioners should keep in mind when they are
7 preparing their recommendations to government.

8 LORRAINE: Really, I have no
9 complaints. Our director sends a letter out every
10 time there's any changes whatsoever. If there's no
11 changes on the Friday, we get an update. And like
12 I say, we're a small facility, but still, I know
13 they're busy but she manages to make sure that
14 everybody -- that we know what's going on, as well
15 as our relatives. And that's done all the time.

16 DAWN PALIN ROKOSH: That's great. And
17 that must be a relief to you, to have the
18 information and to know that relatives are
19 receiving it as well.

20 LORRAINE: Yes.

21 DAWN PALIN ROKOSH: Anything else you'd
22 like to add at this stage, Lorraine?

23 LORRAINE: I don't really think so. I
24 know it's -- I'm back in isolation because I was in
25 the hospital, but that's a necessity and I

1 understand that. But, you know, we have great
2 communication here.

3 DAWN PALIN ROKOSH: Okay. I'm really
4 glad to hear that. I'm very pleased to hear that
5 you're feeling very well supported. That is really
6 great to hear, and thank you so much for sharing
7 that.

8 Now I'd like to go to Judy again. And
9 Judy, I've been seeing Judy nodding and agreeing
10 with different points that have been made today,
11 but Judy, can we ask you to please share your views
12 on what is the most important thing or things that
13 Commissioners need to know as they consider
14 recommendations?

15 JUDY: Well, I think the first thing
16 that's the most important is when we're locked
17 down, as we have been for pretty well a year, for
18 people to remember that they are going home to
19 their families at night, or whenever. They're
20 going out to the grocery store, you know, however
21 the rules are and that. They're able to take a
22 walk along the waterfront. They can just go out
23 and take a walk around the block or go for a
24 coffee.

25 We have been prisoners here in lock-up,

1 you know. When you go down the hall and you're
2 told, "Get back in your room. You're not supposed
3 to be out here," it doesn't make sense. We haven't
4 had anybody sick. We have the two false positives
5 at the very beginning; that was cleared up. It
6 should have been, I think, put out there quicker
7 that it was a false positive.

8 But you know, the people in these
9 buildings are unfortunately prisoners in there,
10 when we can't go anywhere. And I know I was
11 frustrated -- I was madder than you-know-what -- at
12 not being able to go out, not being able to see my
13 husband. They wouldn't let him come in, even
14 though he was being tested as often as the staff
15 were.

16 And at one point it didn't make sense,
17 because, I mean, I know him and nobody else does,
18 but, you know, he goes to the house, he lives by
19 himself, and he stays there, he doesn't -- he's not
20 one to go out and dally around town. He'll go to
21 the grocery store, pick up what he needs, and he
22 comes back. Or, you know, he comes in here and
23 visits his 90-year-old mother, and then he usually
24 comes over and sees me, because she's attached in
25 our senior's apartments. But for six, eight months

1 there, he wasn't allowed to do that, and he's still
2 not allowed to come in here. And it's extremely
3 frustrating.

4 And we've had no activities for the
5 people to enjoy. In fact, we couldn't even go into
6 our dining room at night and play a game or
7 something because they had the doors shut and we
8 weren't allowed to go in.

9 And we also have these Plexiglas
10 dividers on our table. And there, I'd like to take
11 every one of them and smash them. They are the
12 most frustrating things, and after about two days
13 on the tables, you cannot see the person sitting
14 beside you, on the other side of the plastic. It's
15 kitty-corner to the corners of the tables, and you
16 cannot see the person sitting beside you, because I
17 don't know what it is they put on them, it's
18 disinfectant of some kind, and I guess they wash
19 them with vinegar. I'm not sure if that's what
20 they use or not. But anyway, they do that about
21 one every four days, and it was frustrating.

22 I mean, luckily -- and I do not have
23 the plastic on my table, because there's only two
24 people sitting at it, and because that's all our
25 table will look after. But everybody else has

1 these, and there's not hardly enough room to --
2 even to put your elbow on the table, there's hardly
3 enough room. So it's extremely frustrating from
4 that, too.

5 There's just no activities going on.
6 Just this past Monday, they actually started
7 playing bingo, but, you know, who knows whether
8 that will last or not. You never know. I can't
9 say there's no information; there is information,
10 but it's -- you know, you've got to pull teeth to
11 get the answers you want. I know I've been asking,
12 you know, like, when is our hairdresser going to
13 open? Well, seven months now. And, you know,
14 nobody can give you the answer.

15 Even if you go to the top, you know,
16 the head person, and, "I don't know, you know,
17 like, who cares?" So that's the attitude I get
18 anyway. But I understand they just said that she's
19 started back yesterday or something, but she can
20 only do -- they limited her space so she can only
21 do one person at a time -- oh, yeah, and one floor
22 at a time. So, you know, we've got three floors
23 here, and so, you know, it's a bit frustrating.

24 * * * *

25 --SECTION REDACTED--

1 * * * *

2 DAWN PALIN ROKOSH: Yes, Judy, I really
3 thank you for sharing. It does sound like it has
4 been really challenging, and, in particular, not
5 seeing your husband, amongst the other things. And
6 I hope that changes soon.

7 JUDY: Even my grandchildren, I haven't
8 seen for a year, because they haven't been able to --
9 they can't come in the building regardless if we're
10 open or not. They weren't letting children in,
11 so...

12 DAWN PALIN ROKOSH: Yes. I hope that
13 you're able to see them in person very soon.

14 JUDY: I hope so.

15 DAWN PALIN ROKOSH: Yes, absolutely.

16 Can I just ask, is there anything else
17 that anyone wanted to add before we start to wrap
18 up our session?

19 (No response).

20 DAWN PALIN ROKOSH: I'm going to ask
21 Commissioner Coke just to say a few words now that
22 we've heard from all of our participants in respect
23 of both questions.

24 So Commissioner Coke.

25 COMMISSIONER ANGELA COKE: Okay. So

1 Judy, Lorraine, Pauline and Richard, I just want to
2 thank you very much for coming today, for sharing
3 your stories and variety of experiences. You've
4 provided us with some valuable comments and
5 insights, and they will guide us as we finalize our
6 recommendation.

7 So we're very grateful to you for
8 helping us with our work, and thank you again, and
9 I hope that you all have a good afternoon.

10 JUDY: Thank you for allowing us to
11 speak our minds, so to say.

12 COMMISSIONER ANGELA COKE: Thank you.
13 We appreciate that.

14 DAWN PALIN ROKOSH: Thank you all so
15 much. And we wish you all the very, very best.

16

17 -- Concluded at 2:51 p.m.

18

19

20

21

22

23

24

25

1 REPORTER'S CERTIFICATE

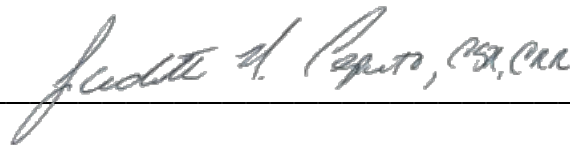
2
3 I, JUDITH M. CAPUTO, RPR, CSR, CRR,
4 Certified Shorthand Reporter, certify;

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

8 That the statements of the presenters
9 and all comments made at the time of the meeting
10 were recorded stenographically by me;

11 That the foregoing is a Certified
12 Transcript of my shorthand notes so taken.

13
14 Dated this 12th day of March, 2021.

15
16 

17 NEESONS, A VERITEXT COMPANY

18 PER: JUDITH M. CAPUTO, RPR, CSR, CRR
19
20
21
22
23
24
25

WORD INDEX

< 1 >

11th 1:15
12th 36:14

< 2 >

2 15:19 18:21,
22
2:00 1:16 3:1
2:40 1:16
2:51 35:17
2021 1:16 36:14
23rd 7:20, 22
26th 7:21

< 7 >

75 19:18

< 9 >

90-year-old
31:23

< A >

absolutely 10:7
19:6 34:15
activities 7:13
17:4, 7 32:4
33:5
add 10:3 17:15
19:13, 22 29:22
34:17
administrator
12:19 14:10, 12
advisors 3:19
afford 22:12
after 5:17 11:4
13:17, 25 32:12,
25
afternoon 3:4
4:24 35:9
agitated 18:1
ago 23:15
agree 11:15
agreeing 30:9
ahead 19:2
air 9:4 10:25
air-conditioning
9:6
alive 8:14
allowed 32:1, 2,
8
allowing 35:10
Alzheimer's 8:9
Analyst 2:17, 19

Angela 2:4
4:20, 23 5:1
12:16 34:25
35:12

Angeline 2:17
3:17 22:7

A-N-N-E 26:15,
18

answers 9:18
33:11

anybody 31:4
anymore 22:13

Anyway 18:3
32:20 33:18

apartments
31:25

apparently
17:20

appetizing 8:11

appointed 5:3

appreciate 3:8
6:8 9:23 21:22
26:7, 24 27:5
29:2 35:13

appreciated
24:25

asked 5:23
20:5

asking 6:19
25:21 33:11

aspect 28:21

assigned 24:3,
11 25:2, 4

associations 6:2
attached 31:24

attendance 4:17
attending 1:15

attitude 33:17
automatically
25:17

availability
25:12

available 4:10
12:20 24:4 25:6

aware 27:5

< B >

back 6:12 8:4
12:4 15:18

16:14 18:21
20:3 23:16

29:24 31:2, 22
33:19

bad 11:1, 2

ball 14:1

based 25:21

basically 9:5

beginning
17:19, 23 31:5

believe 13:5
23:18

best 35:15

better 6:24
10:17, 20 12:14
13:14 16:1, 17
18:14

Bianchini 2:19
3:18

big 7:8 12:18
28:17

bills 22:16

bingo 23:9, 10,
11 33:7

bit 5:18 9:3
10:20 11:7
20:18 23:13
28:20 33:23

blaming 13:23

block 30:23

bodies 19:20

bone 23:15

bones 19:6

boring 7:12

breakfast 12:23

bring 14:23

bringing 15:12

brought 19:15

budget 15:15

building 8:24

9:6, 15 34:9

buildings 31:9

business 15:15

busy 11:18

23:4 29:13

< C >

call 3:24 4:7
7:5 8:21 10:10

12:9 15:22

20:23 29:3

calling 18:1, 2

calls 21:12

cancer 13:21

Caputo 2:24

4:6 36:3, 18

CARE 1:7 2:16,

18, 20 3:6, 12,

14 5:10 6:1, 15

17:22 18:15

21:19 24:24

caregiver 9:16

caregivers 10:24

cares 33:17

carrying 5:19

case 17:20

18:13

cases 20:20

certainly 9:23

10:21

CERTIFICATE

36:1

Certified 36:4,

11

certify 36:4

Chair 2:3 5:4

8:4

challenging 34:4

changed 9:22

changes 8:19
29:10, 11 34:6

chat 23:25

chats 25:5

chest 26:6

children 34:10

chose 26:20

Christmas 7:19,

23 24:8, 10, 16

Christmastime

7:18

cleared 28:1

31:5

coffee 9:2

30:24

Coke 2:4 4:20,

22, 23 5:1 6:18

34:21, 24, 25

35:12

cold 8:2, 3, 10

colleagues 3:17

come 9:15, 17

12:4, 21 15:18

18:20 20:3

27:24 31:13

32:2 34:9

comes 31:22, 24

coming 10:24

19:8 35:2

commencing

3:1

comments 35:4

36:9

COMMISSION

1:7 2:3, 16, 18,

20 3:7, 10, 19

5:4, 8

Commissioner

2:4, 5 4:20, 22,

23 5:5, 6 6:18

34:21, 24, 25

35:12

Commissioners

4:16, 21 5:2

10:7 20:4, 8

22:2 27:5 29:6

30:13

commissions

5:12, 16

Commission's

4:16

communication

30:2

COMPANY

36:17

compared 13:11

complain 13:2

14:16 23:4

complaints 29:9

concerned 8:7

concerning

27:11

Concluded

35:17

conditioned

10:25

confidential

4:14

confined 11:17

connection

24:17 25:24

consider 20:8

22:2 30:13

considerations

27:4

constantly 8:2,

10

contact 11:24

corners 32:15

couple 8:22

12:5 16:7

course 13:18

17:7

COVID 6:22

10:16 12:12

15:24 16:8

17:17 18:5

20:21, 25

COVID-19 1:7
3:6, 13 5:9, 25
6:15
crawl 8:21
critical 6:6
CRR 36:3, 18
CSR 36:3, 18
cut 22:21 23:19

< D >

daily 27:24
dally 31:20
Dated 36:14
daughter 23:2
24:6 26:8
Dawn 2:15 3:4,
15 4:24 6:12,
17 7:4 9:20
10:2 11:6, 25
12:4, 8 13:9
14:7, 11, 14, 25
15:4, 16, 21
16:12, 22 17:12,
18, 24 18:4, 7,
12, 19 19:2, 23
20:14 21:4, 15,
20, 24 23:23
24:5 25:20
26:3, 7, 13, 16,
19, 23 29:1, 16,
21 30:3 34:2,
12, 15, 20 35:14
day 1:15 24:8,
10 28:17 36:14
days 16:7
17:21 32:12, 21
day-to-day 9:22
definitely 12:24
dementia 8:8
11:16
deserves 14:1
devastating 6:3
died 6:15
different 5:18
30:10
difficult 8:18
9:9, 13, 24
dining 32:6
directly 6:7
Director 2:15
29:9
discussion 3:6
disinfectant
32:18
dividers 32:10

doing 14:19
18:14 23:25
27:13, 14
door 10:21
doors 32:7
downstairs
24:23
drastically 9:22
ducks 24:21

< E >

eat 8:1
elbow 33:2
electric 8:4
enjoy 32:5
ensure 5:15
especially 16:23
essential 9:16
10:24 27:17
established 5:17
events 5:13
everybody 7:9
8:5 9:10 11:18
15:2 19:11
29:14 32:25
everyday 24:19
excited 24:9
experience 4:12
10:6, 20 11:2
12:2 15:17 18:8
experienced
9:25 24:8
experiences
3:11, 22 4:18
35:3
extremely 9:9
32:2 33:3

< F >

fabulous 27:8
facilitating 3:16
27:1
facilities 3:12
facility 16:3, 16
20:21 21:13
29:12
fact 14:19
15:14 32:5
false 31:4, 7
families 5:10
6:4 7:17 25:13
27:17 28:12
30:19
family 5:24 6:2
12:20 13:3

18:10 23:2
24:9, 17 25:6,
18, 24 28:9
fantastic 26:4
fed 8:10
feel 11:4 14:17
16:2 20:17
feeling 21:1, 6
30:5
felt 8:22 11:9,
13
figure 7:16
figured 11:3
fill 14:20
finalize 35:5
fine 10:7
finished 4:1
firsthand 3:11
6:10
floor 19:16, 18
27:25 33:21
floors 33:22
folks 6:3
food 8:10
foregoing 36:5,
11
format 3:21
forth 22:16
36:7
fortunate 16:3
forward 7:22
24:12 25:1
28:19
found 21:10
Frank 2:3 5:5
fresh 9:4
Friday 29:11
friendly 16:18
friends 12:21
20:22 21:8
frustrated 31:11
frustrating 8:12
32:3, 12, 21
33:3, 23
fun 9:7 16:21
function 24:16

< G >

gals 22:25
game 32:6
Gina 12:19
13:25 24:22
give 12:11
22:6 33:14

glad 11:7
18:13 23:14
30:4
glass 8:16
God 13:24, 25
14:3, 15, 16
15:14
Good 3:4 4:24
11:3, 9 13:3
16:13, 23 17:9
19:14 25:25
28:1 35:9
government 5:3,
21 20:5, 9 29:7
Governments
5:12
grandchildren
34:7
grateful 35:7
great 18:15
19:4 29:16
30:1, 6
grocery 28:17
30:20 31:21
group 3:21
19:25 23:12
guess 14:18
15:2 32:18
guide 35:5

< H >

haircuts 27:13
hairstylist
33:12
hall 31:1
hand 18:23
24:12
handed 24:14
handle 21:2
handled 28:20
hanging 25:7
happen 5:15
15:2 24:17
happened 5:14
7:15
hard 13:2 16:24
hats 27:14
Hawthorn 2:17
3:17
head 33:16
hear 4:12, 17
6:7, 21 7:6
10:13 11:7
16:23 17:13
18:13 20:13
29:4 30:4, 6
heard 5:1 6:1
21:5 34:22
Hearing 3:9 4:1
heat 11:1 16:15
He'd 21:12
Held 1:14
He'll 31:20
Hello 12:16
help 3:10 6:10
14:23, 24 19:15
22:25
helped 21:9
helpful 12:1
15:18 19:24
21:5, 16, 22
helping 35:8
high 25:11
hole 8:21
home 11:9
16:7 30:18
homes 3:14
5:10 6:1, 15
28:3
honest 13:24,
25 14:3, 15
15:14 23:3
Honourable 2:3
hooked 23:10
hope 28:8 34:6,
12, 14 35:9
Hopefully 28:2,
19
hopes 25:8
hospital 16:5, 6
23:15 29:25
hot 16:11, 14
hours 12:23
house 31:18
human 11:24
husband 8:14
9:16 31:13 34:5
hyphen 26:15,
18

< I >

impact 6:3, 22
7:9 10:16
11:14 12:12
15:24
impacted 5:11,
25
impacts 3:13

important 3:10
20:7 21:8 22:1
26:11 27:4
29:5 30:12, 16
included 7:24
incredibly 21:21
independent
5:8 11:12
inform 4:4
information 4:9
6:10 21:11, 16
29:18 33:9
informed 20:18
21:3
inquiries 5:13,
16
insights 35:5
interact 28:22
interacting
27:21 28:18
interaction 9:3
interim 5:20
introduce 4:20
investigate 5:9,
14, 23
invited 3:22
iPad 24:14
isolation 27:19
28:23 29:24
issues 5:22

< J >

Jack 2:5
jail 28:15
job 11:3, 9
13:1 14:20, 22
22:15 24:12
jobs 14:19
22:20
join 6:13
joined 3:17 5:4
6:20
joining 3:5
Judith 2:24
36:3, 18
Judy 2:10 6:25
7:1, 2, 7, 8 9:20
10:1, 9, 19
18:23 19:1, 3,
24 20:3 30:8, 9,
11, 15 34:2, 7,
14 35:1, 10

< K >

kept 18:1
key 5:22
kids 25:11
kind 13:22
20:16 32:18
Kitts 2:5 5:6
kitty-corner
32:15
knew 7:2, 4
21:13 22:11
knows 33:7

< L >

lacking 11:23
lady 10:25 14:3
laptop 24:14
larger 16:17
L-E-A 26:15, 18
LEA-ANNE
23:24 24:2, 6
25:21 26:2, 5,
12, 13, 15, 17, 18,
20, 22 27:8 29:2
lead 5:3
leave 8:24
leg 13:19
letter 29:9
letting 34:10
life 6:23 9:22
10:16 12:13
15:24

likes 22:18
limited 33:20
live 22:23
lives 3:13 8:20
31:18
lobby 28:11
locked 7:25
9:14 23:17
30:16
lock-up 30:25
lonely 7:12
11:23
long 7:24 23:18
longer 13:4
LONG-TERM
1:7 2:16, 17, 19
3:6, 12, 14 5:9,
25 6:15
looked 13:17, 25
looking 7:22
11:4 28:18
Lorraine 2:11
15:22, 23 16:2,
13 17:1, 13, 17,

19, 25 18:4, 6, 9,
16, 20 29:3, 4, 8,
20, 22, 23 35:1
lot 7:22, 25
19:16, 19, 20
24:19 27:18
28:9
love 15:2
luckily 32:22
lucky 8:3
12:18 13:3
23:1, 3

< M >

madder 31:11
made 6:23
10:17 12:14
18:24 26:11
27:3 30:10 36:9
main 16:21
making 20:8
managed 18:17
manages 29:13
March 1:16
36:14
Marrocco 2:3
5:5
meals 8:3 16:9,
11
medal 14:1
meet 4:17
MEETING 1:7
3:25 4:21, 25
6:9 36:9
meetings 15:11
members 5:24
25:6, 18, 24
28:10
member's 25:8
mentioned 5:22
mess 17:23
met 3:18
microphone
10:11
microwave
16:15
middle 9:1
mild 17:20
18:13
mind 29:6
minds 35:11
mine 20:22
Minister 14:5
minutes 25:9

moment 6:14
13:7 18:21
moments 12:6
15:19
Monday 33:6
money 27:10
months 8:15
22:11 31:25
33:13
mother 31:23
move 4:2
10:21 17:16
moving 24:12
25:1 28:19
mute 12:10, 11
20:11 22:4, 5
muted 10:12

< N >

naturally 16:10
necessity 29:25
needed 12:25
needs 31:21
NEESONS 36:17
neglect 28:7
neighbour 28:23
nerve 19:9
net 28:2
night 30:19
32:6
Nobody's 9:18
nodding 30:9
normally 19:17
note 20:11
notes 36:12
notification
18:24
November 27:16
nuked 8:5
number 6:3
nurses 11:18, 19
nursing 28:3

< O >

observing 6:13
occur 5:13
occurred 5:17
ones 17:11
25:15
ongoing 5:19
Ontario 3:6, 9
open 4:21
33:13 34:10
operate 24:15

operation 13:20,
21
Operations 2:15
opinion 25:25
opposite 13:15
option 28:10
outside 8:25
9:4, 15 25:23
overworked
19:7

< P >

p.m 1:16 3:1
35:17
pain 13:18
Palin 2:15 3:4,
15 6:17 7:4
9:20 10:2 11:6,
25 12:4, 8 13:9
14:7, 11, 14, 25
15:4, 16, 21
16:12, 22 17:12,
18, 24 18:4, 7,
12, 19 19:2, 23
20:14 21:4, 15,
20, 24 23:23
24:5 25:20
26:3, 7, 13, 16,
19, 23 29:1, 16,
21 30:3 34:2,
12, 15, 20 35:14
pandemic 5:19
13:12 15:7
19:5 25:3 28:20
parents 26:20
part 27:15
28:23
participants
1:15 2:14 4:7
10:4 34:22
participating
4:25
participation
3:9 6:8 27:1
particular 24:11
34:4
patient 18:2
patients 19:19
Pauline 2:12
10:10, 11, 14, 19
11:6, 11, 20
12:1, 3, 7 20:2,
10, 13, 15 21:5,
10, 17, 21, 23

<p>35:1 pay 22:16 peace 11:4 people 4:12 7:14, 15, 22 8:7 9:10 11:3, 8, 15, 16, 22 15:10 16:20, 25 17:2, 10 19:4, 17, 20 20:16, 21 22:18 23:7, 12, 20 28:18 30:18 31:8 32:5, 24 Perfect 21:20 22:8 26:16 Perfectly 20:14 Period 8:11, 13 person 24:11 32:13, 16 33:16, 21 34:13 personal 11:21 27:16 physical 12:24 13:11 pick 31:21 place 10:25 25:23 36:6 places 16:17 plastic 32:14, 23 play 23:8, 9, 10, 11 32:6 playing 33:7 pleasant 8:2 pleased 17:12 30:4 plenty 16:3 Plexiglas 32:9 point 18:25 26:11 31:16 points 27:3 30:10 Policy 2:17, 19 posing 3:20 positive 31:7 positives 31:4 possibly 25:2 preparing 29:7 PRESENT 2:23 presenters 36:8 pretty 11:4, 11, 12 16:2 18:17 28:5 30:17 Prime 14:4 prisoners 30:25 31:9</p>	<p>problem 12:3 16:6 problems 19:9 proceedings 4:8 36:5 program 25:16, 23 27:15, 17 prompt 12:11 22:6 prostate 13:21 protected 28:14 provide 4:9 6:9 provided 5:20 35:4 PSW 24:13 27:12 PSWs 14:16 19:8, 15 publicly 4:10 pull 25:9 33:10 punished 28:15 purpose 5:14 purposes 4:6 put 4:11 31:6 32:17 33:2</p> <p>< Q > qualified 25:5 question 3:25 4:2, 3 6:21 10:5, 14 12:5, 12 15:19, 23 17:16 18:21, 22 20:1 22:9 questions 3:20, 23 34:23 quicker 28:21 31:6 quit 22:17 quite 23:13 27:18 quits 8:21</p> <p>< R > rapid 12:20 27:23 28:8 reach 25:17 really 3:8 7:6 8:5, 8 9:21 11:3, 6, 14 17:21 18:12 21:4, 16, 22 23:4 24:15, 18 26:7 27:5 28:4</p>	<p>29:8, 23 30:3, 5 34:2, 4 recall 10:6 received 18:14 receiving 13:10 29:19 recommendation 21:18 25:10 35:6 recommendation s 5:15, 21 20:5, 9 22:3 28:25 29:7 30:14 recorded 4:5 36:10 REDACTED 33:25 referring 14:9 regardless 34:9 relatively 18:13 relatives 29:15, 18 relief 29:17 remember 30:18 remotely 1:15 repeat 10:14 22:9 Reporter 36:4 REPORTER'S 36:1 representatives 6:2 resident 6:1 25:19 RESIDENTS 2:8 3:9, 12 5:10, 24 6:4, 7, 14, 20, 24 10:18 12:15, 22 16:1 19:19 21:6 28:11 respect 34:22 response 3:23 34:19 Richard 2:9 11:19 12:8, 9, 10, 16 13:9, 13 14:7, 10, 13, 15 15:1, 4, 9, 16, 20 21:24 22:8, 10 24:1 26:1, 4, 17 27:2, 7 35:1 Richard's 26:8 27:1 robo 21:12 rock 24:23</p>	<p>Rokosh 2:15 3:4, 15 6:17 7:4 9:20 10:2 11:6, 25 12:4, 8 13:9 14:7, 11, 14, 25 15:4, 16, 21 16:12, 22 17:12, 18, 24 18:4, 7, 12, 19 19:2, 23 20:14 21:4, 15, 20, 24 23:23 24:5 25:20 26:3, 7, 13, 16, 19, 23 29:1, 16, 21 30:3 34:2, 12, 15, 20 35:14 room 16:10 23:13 31:2 32:6 33:1, 3 roommate 17:25 18:5 rooms 8:1 11:17 27:20 Rose 2:19 3:17 rounds 10:23 roundtable 3:21 RPR 36:3, 18 rules 30:21</p> <p>< S > sad 19:7 27:19 saddest 28:23 safe 17:5 safety 28:1 scan 23:15 scary 18:8 school 25:11 sciatic 19:9 screen 24:7 screened 27:25 28:11 Secretariat 2:16, 18, 20 SECTION 33:25 send 16:14 sends 29:9 Senior 2:17, 19 3:18 seniors 7:11 8:18 senior's 31:25 sense 31:3, 16 session 3:16 4:5, 13 34:18</p>	<p>set 5:8, 12 25:18 36:6 sets 5:20 shame 14:21 share 10:6 21:25 26:9 30:11 sharing 3:22 9:21 10:3 12:2 15:17 17:14 26:24 30:6 34:3 35:2 shift 27:24 shifts 22:13, 15, 19, 24 27:10 Shorthand 36:4, 12 short-staffed 18:16 19:16 shut 7:19 32:7 sick 17:21, 22 20:25 31:4 side 8:13 32:14 silence 6:14 sit 12:23 sitting 24:21 27:19 32:13, 16, 24 Skype 23:24 24:10 25:13, 18 Skypes 25:4 small 16:16 29:12 smash 32:11 smile 28:6 social 28:21 socialize 28:12 somebody 9:3 14:23 15:12 24:3 25:3 son 10:23 21:12 soon 34:6, 13 sorry 9:24 14:17 24:6 sound 34:3 sounds 9:21 space 17:5 33:20 speak 6:25 7:11 22:3 25:15 35:11 speaking 7:9, 10 specifically 25:4</p>
---	--	--	---	---

spell 26:14
spend 11:22
spiel 9:19
spread 5:9, 25
6:4
staff 5:10, 24
6:5, 14 12:19
14:8 16:4, 18
19:14 22:12
25:8 27:9, 23
28:4 31:14
staffing 15:6
stage 29:22
star 24:23
start 6:19, 25
20:2, 10 34:17
started 33:6, 19
starting 27:22
statements 36:8
stays 31:19
**Stenographer/Tra
nscriptionist**
2:24
stenographically
36:10
stops 14:2
store 28:17
30:20 31:21
stories 35:3
stress 24:21
stretched 28:5
sudden 7:20
13:14, 18
suddenly 20:24
suffer 11:1
suffered 11:17
summer 9:4
support 11:21
25:14 27:16
supported
11:10 30:5
supporting 11:8
supposed 31:2
suspicion 28:6
switched 7:21

< T >
table 32:10, 23,
25 33:2
tables 32:13, 15
targets 24:20
tear 19:20
tears 24:19
teenage 25:11

teeth 33:10
terms 27:3
tested 27:24
31:14
testing 12:20
27:23 28:9
thankful 17:3
thankfully 8:14
thanks 12:19
therapy 12:24
13:5, 10, 11
16:4 17:6
thin 28:5
thing 8:2 11:5
16:21 20:7, 15
22:1 29:5
30:12, 15
things 4:19
6:24 9:22 10:5,
17 12:14 15:25
20:7 22:1 23:6
29:5 30:12
32:12 34:5
thinking 22:14
thought 19:14
thread 25:7
time 3:8 7:13,
24 9:9 11:22
13:16 14:18
16:11 18:1, 17,
18 19:16 22:21
23:18 29:10, 15
33:21, 22 36:6, 9
times 8:22
today 3:16, 21
4:8, 10, 17 6:9,
20 20:1 26:25
30:10 35:2
today's 3:5 4:4,
7
told 20:23 31:2
top 33:15
town 31:20
tragedy 5:17
tragic 5:13
transcript 4:8,
11 26:10 36:12
transcription 4:5
turn 4:19 6:12
turns 3:22
TV 20:24

< U >
unbelievable
24:21

understaffed
11:19, 21 12:24
14:18 15:7, 13,
14 24:13
understand
3:10 7:16 8:19
16:19 17:1, 2,
11 20:17 22:10
23:7, 18 30:1
33:18
unfortunate
17:10
unfortunately
8:8 31:9
union 6:2
unmute 10:12
update 29:11
upsetting 24:18

< V >
valuable 6:9
35:4
variety 35:3
VERITEXT 36:17
video 23:25
25:5
**Videoconferenci
ng** 1:14
view 20:6 21:25
views 29:5
30:11
vinegar 32:19
visit 18:10
visitor 27:17
visits 31:23

< W >
wait 12:22
waiters 27:13
waitresses
27:12
walk 9:2 13:4,
22 30:22, 23
walker 13:18
walking 13:17
wanted 19:13
34:17
wants 23:9
wash 32:18
waterfront 30:22
wear 19:20
wearing 27:14
website 4:11
week 22:14, 24

weeks 23:15, 17
25:17
whatsoever
7:13 28:6 29:10
wheelchair
10:22 13:4
wheelchairs
11:16
willing 26:9
window 8:17
wish 23:19, 20
35:15
wonderful 13:1
14:7 18:15, 19
26:20
words 34:21
work 5:19 6:11
22:12 35:8
worked 19:5
worker 24:13
workers 11:21
19:5 27:12
worn 19:11, 12
worry 24:20
wow 17:24 18:7
wrap 34:17
wrong 22:23
23:16

< Y >
yeah 26:2 28:4,
8 33:21
year 30:17 34:8
years 19:4, 10
yesterday 33:19
you-know-what
31:11

< Z >
Zoom 1:14
20:23