

Long Term Care Covid-19 Commission Mtg.

Residents' Feedback
on Wednesday, January 20, 2021



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MEETING OF THE LONG-TERM CARE COVID-19 COMMISSION

--- Held via Zoom, with all participants attending
remotely, on the 20th day of January, 2021,
2:00 p.m. to 3:11 p.m.

BEFORE:

- Angela Coke, Commissioner
- Dr. Jack Kitts, Commissioner

1 PRESENTERS:

2

3 Barb S.

4

5 Denzel M.

6

7 Arlene B.

8

9 Sylvia C.

10

11 Krystal C.

12

13 Jean C.

14

15 Wayne C.

16

17 Marilyn S.

18

19 Pat B.

20

21 William "Reid" W.

22

23 Marion L.

24

25

1 PARTICIPANTS:

2

3 Ida Bianchi, Senior Legal Counsel Long-Term Care
4 Commission Secretariat

5

6 Melissa McVie, Education and Home Support
7 Facilitator Ontario Association of Residents'
8 Councils (OARC)

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10 Jennifer Langston, Client Relations and Support
11 Manager of Ontario Association of Residents'
12 Councils (OARC)

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14 Angeline Hawthorn, Senior Policy Analyst Long-Term
15 Care Commission Secretariat

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17 Rose Bianchini, Senior Policy Analyst Long-Term
18 Care Commission Secretariat

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20 Dee Lender, Executive Director, Ontario Association
21 of Residents' Councils

22

23 ALSO PRESENT:

24

25 Janet Belma, Stenographer/Transcriptionist

1 -- Upon commencing at 2:30 p.m.

2 MELISSA MCVIE: Good afternoon,
3 everyone. Thank you so much for taking time out of
4 your day and for being here with us. And a big
5 thank you to your team members for supporting you
6 to take part in this very important work.

7 We have -- this is a discussion with
8 the Ontario Long-Term Care COVID-19 Commission.
9 And before we get started, you'll notice that your
10 phone or audio lines may be muted in an effort to
11 eliminate some background noise and distractions
12 while we hear our opening remarks and hear from one
13 another throughout our session.

14 We will endeavour to have your lines
15 unmuted, but you have the capacity to do that on
16 your end as well.

17 So this session is being recorded, as I
18 mentioned in our email communications. For
19 transcription purposes, we need to record the
20 session, and the information that we share today
21 will be publicly available, and, therefore, we
22 can't guarantee any confidentiality.

23 But what I will do is I will circulate
24 contact information. If there is something you
25 prefer to share following today's session in a

1 confidential manner, we can accommodate you that
2 way.

3 The Commissioners will be posing two
4 questions to the group, and we'll be calling upon
5 you individually to share. Alternatively, you can
6 also use the chat box feature if you're not -- if
7 you prefer not to be -- to be speaking aloud.

8 I also -- at this time, it's my
9 privilege to introduce our facilitator today, Ida
10 Bianchi, who is a senior counsel with the
11 Commission, and she will be facilitating our
12 discussion.

13 So thank you so much, Ida.

14 IDA BIANCHI: Thanks Melissa, and
15 thanks to the rest of the OARC team who have been
16 so helpful in getting us access to the most
17 important people to the Commission, the residents
18 who are living in long-term care and experiencing
19 the pandemic on the ground. So thank you very much
20 for that.

21 Some of my other colleagues may also be
22 on the call today, and they have helped facilitate
23 this meeting, so I'd like to thank them as well.

24 And I just wanted to add a few more
25 housekeeping notes to what Melissa just said.

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As Melissa said, there's a transcriptionist present, Janet Belma. She won't be saying anything, but she will be taking down everything that we say here today for the purposes of creating a transcript which is a document that will have everything that you say in it and that we're going to post on our website so that the public can hear your voice. The public will have access to read the stories that you tell us today and the answers to your questions.

As agreed with OARC, we'll be referring to you by your first name and not your last name so to preserve some anonymity. I would suggest that if you're concerned about maintaining your anonymity, don't -- do not share the home that you're living in. And if there is something that you want to say but would rather remain it completely confidential, you can reach out through OARC to the Commission, and we can arrange for a confidential interview with you.

I understand from Melissa that you were provided two questions in advance that we would like to hear from you on.

And the Commissioner is very interested in hearing the input of all of you, and I know that

1 you probably have a lot to say about those
2 questions.

3 One of the things that I would ask you
4 to do is to try to limit your response to about
5 four to five minutes, and the reason is that we
6 have one-and-a-half hours to speak with you today,
7 and we'd like to hear from all of you. And I say
8 this while acknowledging that that's nowhere
9 near -- that's likely nowhere near enough time for
10 you to tell your story, and I'm sorry about that.
11 But that's the best we can do in the time limits
12 that we have. We'd like to hear from all of you,
13 so I may -- at the four to five-minute mark, I may
14 come into the discussion and ask you to wrap up so
15 that we can hear from the other residents.

16 The Commissioners who -- two of whom
17 are here today, they're required to submit a final
18 report to the Government that tells the story of
19 what happened and why it happened and also
20 offers -- to offer the Government a set of
21 recommendations to prevent it from happening again.

22 If there's anything you'd like to add
23 after this meeting, I would ask that you send it to
24 us by January 31st so that we have it well in
25 advance of the time that we have to prepare the

1 report.

2 And that's the -- those are my
3 comments, and now I'd like to turn it over to
4 Commissioner Angela Coke who is one of the three
5 Commissioners that leads the Ontario Long-Term Care
6 COVID-19 Commission.

7 Commissioner Coke.

8 COMMISSIONER ANGELA COKE: Okay. Thank
9 you, Ida.

10 And good afternoon, everyone, and thank
11 you for participating in this meeting. My name is
12 Angela Coke. I'm one of the three Commissioners
13 that's been appointed by the Government to lead
14 this Commission. I was a former executive in the
15 Ontario Public Service. Our Chair of the
16 Commission is former Associate Chief Justice Frank
17 Marrocco, and the other Commissioner is Dr. Jack
18 Kitts, a former CEO of the Ottawa Hospital who is
19 here with us today.

20 COMMISSIONER JACK KITTS: Good
21 afternoon.

22 COMMISSIONER ANGELA COKE: As you know,
23 this is an independent commission that was set up
24 to investigate the spread of COVID-19 in long-term
25 care homes.

1 One of the key issues that we've been
2 asked to investigate is how residents, staff,
3 family members, and others have been impacted by
4 the spread of COVID-19 in long-term care homes. We
5 have already heard from resident and family
6 associations and union representatives about the
7 devastating impact of the spread on residents,
8 families, and staff.

9 But we need to hear from you directly,
10 and we are very grateful that you've agreed to
11 participate in this meeting. I really want to
12 stress to you how important it is that we hear from
13 you, your personal experiences, your voices, and
14 any ideas you have for us in terms of how we can
15 improve.

16 Before I turn it back over to our
17 facilitators, I would ask you to just join me in
18 observing a moment of silence for the residents and
19 staff of long-term care homes who have died from
20 COVID-19. Thank you.

21 IDA BIANCHI: Thank you,
22 Commissioner Coke and Commissioner Kitts.

23 Before I proceed to ask the first
24 question, I want to make sure that everyone can
25 hear me. Great. Okay. So I'm going to call on

1 Barb S. first. Barb.

2 BARB S.: Yes.

3 IDA BIANCHI: I'm going to ask the
4 question, and here it is: What impact has COVID
5 had on your life? Is there anything that could
6 have been made better for you and other residents
7 during the pandemic?

8 BARB S.: I -- well, what -- what
9 happened in my life, I -- I'm living in this 4-by-8
10 room, and I don't have people visit me so become
11 very lonely, and my husband can't come to see me
12 because -- that's about the only thing I have to
13 say about that.

14 IDA BIANCHI: I'm very sorry, Barb.
15 You have not had --

16 BARB S.: I'm --

17 IDA BIANCHI: I just -- I just wanted
18 to say how sorry I am that you are lonely and that
19 you're in your room. Do you ever get to go outside
20 of your room?

21 BARB S.: No. Well, I go out for
22 meals. That's about it.

23 IDA BIANCHI: I'm sorry.

24 Next, I'd like to ask Denzel the same
25 question.

1 Denzel, are you here still?

2 DENZEL M.: I'm here.

3 IDA BIANCHI: Okay. Would you like me
4 to repeat the question?

5 DENZEL M.: Yes.

6 IDA BIANCHI: Okay. What impact has
7 COVID had on your life? Is there anything that
8 could have made things better for you and the other
9 residents?

10 DENZEL M.: It's had an awful impact on
11 in my life, but I'm getting over it, you know,
12 because we -- yeah, we're doing okay here.

13 IDA BIANCHI: Did you have an outbreak
14 in your home, Denzel?

15 DENZEL M.: A small one, two people
16 only, but that was taken care of pretty quickly,
17 and now we're free, and we've had our shots as
18 well.

19 IDA BIANCHI: Okay. That must be a
20 relief.

21 DENZEL M.: It is, big time.

22 IDA BIANCHI: Okay. Thank you.

23 The next person I'd like to call on is
24 Arlene.

25 Arlene, are you here?

1 ARLENE B.: I found -- I'm here.

2 UNIDENTIFIED PERSON: Can you hear
3 Arlene?

4 IDA BIANCHI: Yes, I heard Arlene, but
5 could you repeat what you just said, Arlene?

6 ARLENE B.: I found that everything
7 seems to be pretty good here. I've been able to
8 get out of my room. I've been [indecipherable], so
9 I'm -- I'm pretty good. I don't have too much to
10 complain about.

11 IDA BIANCHI: I'm sorry. We missed the
12 last piece of what you just said, Arlene. Can you
13 repeat that for the transcriptionist?

14 UNIDENTIFIED PERSON: She said she
15 doesn't have too much to complain about.

16 IDA BIANCHI: Okay. Was there an
17 outbreak in your home?

18 ARLENE B.: No, not yet.

19 UNIDENTIFIED PERSON: No, not yet.

20 IDA BIANCHI: Okay. I'm going to turn
21 to -- I think Sylvia is also in the same home,
22 right?

23 SYLVIA C.: Yes, I'm here.

24 IDA BIANCHI: Hi, Sylvia.

25 SYLVIA C.: Hi.

1 IDA BIANCHI: Would you like me to
2 repeat the question?

3 SYLVIA C.: No. I would -- I would
4 agree we have it very good here, we must admit. We
5 can't complain beyond that [indecipherable]. I
6 just think really, I mean, we get out when we can
7 manage to get out and get with various people. On
8 the whole, yes, we can't really complain here. The
9 staff have been excellent, and that's all I can
10 say, really, about it. Yeah.

11 IDA BIANCHI: That's great. That's
12 very encouraging to hear.

13 SYLVIA C.: No. This is a very good
14 place.

15 COURT REPORTER: I'm sorry. I missed
16 that. I just missed the last part.

17 IDA BIANCHI: Sorry. Sylvia, can you
18 repeat the last thing you said?

19 UNIDENTIFIED PERSON: She said --

20 SYLVIA C.: No, I'm just saying that
21 it's a very good place, you know, to live in here
22 because we do manage, if we want to go out the
23 door, we can go outside, and, you know, depending
24 on the weather and that, you know. And I would say
25 everybody's been fairly good. I don't see -- I

1 haven't seen any -- any really upset over it, you
2 know?

3 IDA BIANCHI: Have visitors been
4 restricted into your home at all?

5 SYLVIA C.: Yes, they have -- well,
6 yes. Yes, they have. And that's right, the ones
7 that -- yeah.

8 IDA BIANCHI: How has that been?

9 SYLVIA C.: Well, that's a bit -- you
10 know, but we -- you've got to look at it that, what
11 can you do? You can't do anything about it, so you
12 may as well, you know, take part in anything that's
13 going on and help yourself.

14 IDA BIANCHI: Have you been able to
15 engage in social activities in your home?

16 SYLVIA C.: No, but I do diamond
17 painting, and I think that's very therapeutic for
18 me. It's not for everyone, but it's for me. And
19 that takes up my time in the afternoons, and I find
20 that very good indeed, and I would advise anybody
21 that wants to do it to go ahead because it's very
22 easy. It doesn't take a lot of brainpower or
23 anything, and it's entertaining too, so...

24 IDA BIANCHI: Thank you.

25 I believe Krystal is in the room with

1 you. Does --

2 Krystal, would you like to answer the
3 question?

4 KRYSTAL C.: Yeah. A lot of Sylvia's
5 points I agree with. But the isolation, it does
6 get to me a little bit. You know, I'm the family
7 matriarch, and I'm starting to lose my power
8 because I don't see everybody all the time. I'm
9 not even sure if some of my great grandchildren
10 would even know who I am now, and that upsets me.

11 But I agree with Sylvia in that they --
12 they certainly do their best here to keep you
13 entertained, and the visitor that you can have
14 here, essential visitor, they're allowed to come in
15 pretty well whenever they want, and that's good.
16 I'm glad to see that.

17 So I -- I guess the isolation's getting
18 to be a little bit, but at least I get to go out
19 three times a week for dialysis now, so at least I
20 leave the building three times a week. But
21 other -- I'm the only one, I think, that does leave
22 the building. Nobody else does, so -- but anyways,
23 it's not too bad.

24 It's -- it's -- there's been worse
25 things in my life that have happened, so they take

1 good care of me. Any rules they want to put in are
2 fine with me. They're keeping me safe.

3 IDA BIANCHI: Great. And what sorts of
4 things are the staff doing that are making it easy
5 for you to manage the isolation?

6 KRYSTAL C.: Well, I have my bath, and
7 they curl my hair for me. They do a lot of extra
8 little things that -- I'm fairly independent,
9 and -- but when I need help, they're there. And
10 they're a sounding board. If something's
11 irritating me, I rant and rave at them, and they
12 don't care. They don't mind. So, yeah, they're
13 excellent, the people here, can't say enough about
14 them.

15 IDA BIANCHI: Well, that sounds --
16 that's wonderful, Krystal.

17 KRYSTAL C.: Yeah, it's from the
18 cleaning staff and the, you know, housekeeping and
19 right up to management, they're -- have an
20 open-door policy, and any time something's bugging
21 you, you just go in and get it off your chest. And
22 that goes a long way to alleviating some of the
23 depression, loneliness that happens because you
24 know there's always somebody there that will
25 listen.

1 IDA BIANCHI: Okay. Thanks very much,
2 Krystal.

3 I'll turn it to Marilyn now.

4 Marilyn, are you --

5 MARILYN S.: Hi.

6 IDA BIANCHI: Hi, Marilyn.

7 MARILYN S.: [Indecipherable]. No.

8 JENNIFER W.: [Indecipherable] the
9 questions.

10 MARILYN S.: What question?

11 IDA BIANCHI: Okay. Yeah, I'll repeat
12 the question. I just -- I think there's -- someone
13 has their mute button off -- or you can put the
14 mute button on so that Marilyn can speak and be the
15 only voice. I'll repeat the question. Marilyn --

16 MARILYN S.: Yes.

17 IDA BIANCHI: -- what impact has COVID
18 had on your life, and is there anything that could
19 have been done that would have made things better
20 for you?

21 MARILYN S.: Not really, my guy comes
22 see me. He always gets a chance, and he come see
23 me. He comes see me. He's trying to show me how
24 [indecipherable] I am. He [indecipherable] tell me
25 he [indecipherable].

1 IDA BIANCHI: Who's that, sorry?

2 MARILYN S.: My guy, John. My guy,
3 John, yeah.

4 JENNIFER W.: Her boyfriend.

5 MARILYN S.: Yeah, he comes to see me.
6 He comes to see me. [Indecipherable] yeah, he just
7 comes -- yeah, and he comes in, yeah.

8 JENNIFER W.: That's her essential
9 caregiver.

10 MARILYN S.: Yeah, he's -- he's really
11 good. Yeah.

12 IDA BIANCHI: Are you able to get out
13 of your room, Marilyn?

14 MARILYN S.: Oh, yeah. Yeah.

15 IDA BIANCHI: Okay.

16 MARILYN S.: I go for meals, yeah, I --

17 JENNIFER W.: Out for meals and fun
18 programs.

19 MARILYN S.: And programs, and, yeah.

20 IDA BIANCHI: Okay. Did you have an
21 outbreak in your home?

22 MARILYN S.: A long time ago, yeah, we
23 have one already, so, yeah.

24 JENNIFER W.: Yeah, April to June of
25 last year.

1 MARILYN S.: Last year, yeah.

2 IDA BIANCHI: Okay. And how was that?

3 UNIDENTIFIED PERSON: We lost 53.

4 MARILYN S.: Yeah, 53. Yeah.

5 IDA BIANCHI: Oh, I'm very sorry to
6 hear that. And during that time, were you confined
7 to your room, Marilyn?

8 MARILYN S.: Yes, I was. Yeah.

9 [Indecipherable]. Yeah.

10 IDA BIANCHI: Yeah. And how was that?

11 MARION L.: It's not too bad. I have
12 [indecipherable] and watch TV, and --
13 [indecipherable] you can go out, but now, you
14 can't leave. [Indecipherable].

15 IDA BIANCHI: Okay. All right. Thank
16 you.

17 MARILYN S.: Thank you.

18 IDA BIANCHI: Pat, are you here, Pat?

19 PAT B.: Hello.

20 IDA BIANCHI: Hi.

21 PAT B.: Hi, it's Pat.

22 IDA BIANCHI: Oh, hi, Pat. Thanks for
23 joining. Would you like me to repeat the question,
24 Pat?

25 PAT B.: Okay.

1 IDA BIANCHI: Okay. What impact has
2 COVID had on your life, and is there anything that
3 could have been -- that could have been done that
4 would have made things better for you or the other
5 residents?

6 PAT B.: Well, I miss my family, and
7 let's see -- yeah, I don't see anybody.

8 IDA BIANCHI: Is there no one coming in
9 to visit you from your family?

10 PAT B.: No. They can't come in.

11 IDA BIANCHI: Is your home in outbreak
12 right now?

13 PAT B.: They're all -- what's the
14 word?

15 UNIDENTIFIED PERSON: We are in
16 outbreak right now. Essential visitors are allowed
17 in.

18 IDA BIANCHI: Okay. So is Pat's
19 essential person coming in?

20 UNIDENTIFIED PERSON: They're not
21 telling us.

22 PAT B.: I don't need one.

23 IDA BIANCHI: Okay. So how do you
24 spend your day, Pat?

25 PAT B.: I get up and have my breakfast

1 and go to a friend's, and we watch television
2 together, and then -- and then have lunch. And
3 then I have to lay down because my legs swell up if
4 I'm up too much.

5 IDA BIANCHI: Okay. Okay. Thank you,
6 Pat.

7 I'd like to turn it over to Marion now.
8 Marion, hi. I see you right in the
9 middle of my screen.

10 MARION L.: I've been listening to
11 everyone, very interesting. I have -- I have found
12 that outbreaks has affected me in -- because of the
13 isolation that we have been -- had to endure. We
14 don't [indecipherable] -- I personally we could be
15 together properly [indecipherable] by everyone --
16 do you understand what I mean? [Indecipherable]
17 and he is out properly, so I [indecipherable] in
18 the home, I find that I am losing mental capacity
19 but -- that's the way it is -- and I'm not
20 yet found the words. I don't think it's that. I
21 don't know what else it could be other than the
22 isolation 'cause I'm not talking to people. I
23 don't -- I don't [indecipherable] to any
24 information out to people, just [indecipherable]
25 too alone, too by myself.

1 But I do feel that in the beginning of
2 the pandemic when they restricted all visitors was
3 the worst part, and then we can have at least part
4 of [indecipherable] call essential caregivers,
5 really, it's a family member. [Indecipherable]
6 it's very helpful to have them available --

7 IDA BIANCHI: Marion, can I interrupt
8 you for a sec?

9 MARION L.: Sure. Sure.

10 IDA BIANCHI: I think your speaker
11 keeps cutting out on us, and it's making it a bit
12 difficult for us to understand what you're saying,
13 and I have no doubt that Janet's really struggling
14 to take down your words. Can we try again?

15 MARION L.: Sure. But
16 [indecipherable] --

17 IDA BIANCHI: Janet, what do you think?
18 Is it --

19 COURT REPORTER: It's cutting out an
20 awful lot on me. I'm not really getting it all.
21 I'm sorry.

22 MARION L.: Okay. I don't know what's
23 the problem. I just -- I think I [indecipherable]
24 muting it again.

25 IDA BIANCHI: Melissa? Melissa, are

1 you still here?

2 MELISSA MCVIE: Yes, I am.

3 IDA BIANCHI: Do you think it's
4 possible that you -- someone could have an offline
5 conversation with Marion and just get the
6 information?

7 It sounded like you had a lot to say,
8 and I don't want to miss it, Marion, but I don't --
9 it's very hard to hear you.

10 So, Melissa, do you think that we could
11 do an offline conversation with Marion, and we'll
12 just add that to the story of what we heard? Maybe
13 you could put it in the chat box if you could get
14 it from her now, or possibly we could do it later?

15 MARION L.: I'm sorry. I don't know
16 what's the matter.

17 MELISSA MCVIE: We could also have
18 Marion phone in if her computer connection's not
19 ideal. I'm sure -- yeah.

20 MARION L.: Okay.

21 IDA BIANCHI: Denzel, I see --
22 Sorry. Go ahead, Melissa.

23 MELISSA MCVIE: No, I just -- Marion,
24 do you have the phone number if you wanted to phone
25 in?

1 MARION L.: My piece of paper's here
2 somewhere. I'm sure it must be on your heading
3 somewhere.

4 MELISSA MCVIE: Okay. Because I can
5 email it to you right now as well.

6 MARION L.: Okay.

7 MELISSA MCVIE: Because we definitely
8 want to hear --

9 MARION L.: Okay.

10 IDA BIANCHI: Okay. We'll come back to
11 you, Marion, okay, once you're on the phone?

12 MARION L.: Okay. Sorry about that.

13 IDA BIANCHI: All right. No problem.
14 Sorry that we can't hear you.

15 Okay. Denzel, I see you waving your
16 hand, but is it okay if I come back to you after
17 we've heard from the rest of the group, or is there
18 something that you urgently need to say? You're
19 okay. Thank you.

20 Pat -- no, we've heard from Pat.

21 The next person is Jean, and I
22 understand Jean and Wayne are on the telephone; is
23 that right?

24 UNIDENTIFIED PERSON: No, now say it.
25 No, you're on the iPad.

1 JEAN C.: We're on what?

2 UNIDENTIFIED PERSON: You're on the --
3 you're not on the phone.

4 JEAN C.: We're not on the phone. I'm
5 sorry.

6 IDA BIANCHI: That's okay. Is that
7 you, Jean?

8 JEAN C.: Yes, it is.

9 IDA BIANCHI: Great. Hi.

10 JEAN C.: Hello.

11 IDA BIANCHI: Would you like me to
12 repeat the question?

13 JEAN C.: Yes, please.

14 IDA BIANCHI: Okay. The question is:
15 What impact has COVID had on your life, and is
16 there anything that could have been done that would
17 have made life better for you and the other
18 residents?

19 JEAN C.: Well, it hasn't had too much
20 of an impact on my life because I try to keep
21 myself very busy. I have family that phone, and
22 one can come in once in a while. But it's awfully
23 hard on others who aren't reading or really need to
24 have people around. We have had an outbreak, but
25 it still is tight, you know, and I think that

1 everybody here worries about it, when we're going
2 to get it and if we are, and if we are going to get
3 the vaccination, and how that will improve it.

4 But overall, for me, it's not been that
5 bad, but for people who have a little bit less to
6 do, it is much harder, much, much harder, and they,
7 again, are actually frightened some of them.

8 IDA BIANCHI: Yeah. And do you feel
9 your home has taken good precautions to keep you
10 safe?

11 JEAN C.: Oh, much -- yes, very much,
12 very much. We've had no --

13 IDA BIANCHI: Okay.

14 JEAN C.: -- [indecipherable] that way.

15 IDA BIANCHI: Okay. Wayne, I'm turning
16 to you next, and I think you are on the phone; is
17 that right?

18 UNIDENTIFIED PERSON: No, we have Wayne
19 on the iPad as well.

20 IDA BIANCHI: Oh, okay. Excellent.

21 Hi, Wayne. I'm Ida.

22 WAYNE C.: Yes, Ida.

23 IDA BIANCHI: Do you need me to repeat
24 the question?

25 WAYNE C.: No, I don't think so.

1 IDA BIANCHI: Okay.

2 WAYNE C.: I think we've done very well
3 here. They started off with -- straight away with
4 the, you know, all the signs of -- that we could
5 put up with, like closing down and having checks
6 every day at the door and stuff. So they tried to
7 cut it down, so we've had no illnesses in this
8 place.

9 IDA BIANCHI: Okay. And how have you
10 spent your days?

11 WAYNE C.: Well, not too exciting, but
12 we have a good program of people here. They try to
13 keep us busy.

14 IDA BIANCHI: And are you able to join
15 with the other residents in programs?

16 WAYNE C.: Well, some of them. Some of
17 them, I'm not very interested in. But -- well,
18 I've got my TV, so I do quite a bit of watching
19 that now that we've got Trump out of the country,
20 we'll be all right.

21 IDA BIANCHI: Yeah. I think one of the
22 participants opted to watch the inauguration
23 instead of coming, which was an exciting day.

24 Are you able to see any outside friends
25 or family?

1 WAYNE C.: No, not really, not
2 recently. I haven't had anybody anyways. I have
3 the telephone, make good use of it.

4 IDA BIANCHI: Okay. Is there anyone
5 that I missed?

6 Marion, are you -- are you going to
7 join in by telephone now?

8 MARION L.: I guess I could give it a
9 try if I get the number here and give it a call.

10 IDA BIANCHI: Okay.

11 MARION L.: Just a minute here.
12 [Indecipherable].

13 IDA BIANCHI: Should we wait until you
14 are -- are you going to call? Can you nod your
15 head if you're going to -- okay. Marion, I --

16 MELISSA MCVIE: Hi, Ida.

17 IDA BIANCHI: Yeah, hi.

18 MELISSA MCVIE: It's Melissa here. I
19 just wanted to double-check the phone lines to see
20 if William logged in. I see a staff member from
21 his home has logged in.

22 IDA BIANCHI: Okay.

23 MELISSA MCVIE: But this -- if
24 William's not here, this is a closed session for
25 residents, so I just wanted to reiterate that. I

1 think there might have been a challenge getting
2 William connected, so I can circle back with you so
3 that William can contribute following today's
4 session. Thank you.

5 IDA BIANCHI: Okay. Thanks. Okay.

6 So, Marion, I'm going to come back to
7 you once you are able to get on the phone with us.

8 MARION L.: Okay. That's fine.

9 IDA BIANCHI: Okay. Thanks.

10 Okay. I'm going to turn to the second
11 question now. Barb, I'll start with you again. In
12 your view, what is the most important thing that
13 the Commissioners need to know as they write their
14 report and make their recommendations?

15 BARB S.: Oh, my view is they shouldn't
16 allow people to -- like, we went about six months,
17 and there was no word of -- of why we were --
18 why [indecipherable].

19 IDA BIANCHI: I'm sorry. Could you
20 repeat that last bit, Barb? I don't think we
21 picked it up. You went six months without what?
22 Sorry?

23 BARB S.: Without any word about if
24 there's a -- if there's a series of -- of pandemic
25 in the -- in the -- in the home. And I also think

1 they could have had -- had more activities other
2 than -- other than movies -- or, well, perhaps,
3 movies and church services.

4 IDA BIANCHI: Okay. Thanks, Barb.
5 Thank you.

6 Denzel, I don't see you anymore. Are
7 you still here?

8 DENZEL M.: I'm still here.

9 IDA BIANCHI: Okay. You're just not on
10 the screen anymore.

11 DENZEL M.: Can you see me?

12 IDA BIANCHI: No, you're not on my
13 screen. Do you need me to repeat the question?
14 Oh, there you are.

15 DENZEL M.: Yeah, I was listening while
16 what others were saying here. Go ahead.

17 IDA BIANCHI: Okay. In your view, what
18 is the most important thing that the Commissioners
19 need to know as they consider their
20 recommendations?

21 DENZEL M.: Well, I do normally speak
22 for this building. As far as I'm concerned, the
23 staff here has done a wonderful job in this
24 building. You know, it's like fighting a -- it's
25 like a battlefield with an enemy that you can't

1 see, and so you can't shoot at him. So I think
2 they've done a wonderful job here; they should know
3 that. The staff, I give them credit as heros,
4 okay? And to my previous statement, I'd like to
5 make a correction --

6 IDA BIANCHI: Okay.

7 DENZEL M.: -- on the -- on the number
8 of COVID cases.

9 IDA BIANCHI: Yeah.

10 DENZEL M.: We've had 42 in this
11 building; 18 staff and 24 residents. That's since
12 November the 1st to December the 31st.

13 UNIDENTIFIED PERSON: He said cases,
14 though. He didn't say deaths.

15 DENZEL M.: What?

16 UNIDENTIFIED PERSON: For how many
17 deaths?

18 Do you want to know how many deaths?

19 IDA BIANCHI: Yeah, if you'd like to
20 share that, sure.

21 How many folks died, Denzel?

22 DENZEL M.: Four.

23 IDA BIANCHI: Four.

24 DENZEL M.: It's November the 1st to
25 December the 31st.

1 IDA BIANCHI: So the -- okay. So
2 that's in the second wave of the pandemic.

3 DENZEL M.: Exactly, yes.

4 IDA BIANCHI: So you've spoken very
5 highly of the staff in your home. What are some of
6 the things -- what -- can you give us some examples
7 of the things they did well that you want the
8 Commissioners to know about?

9 DENZEL M.: Well, I do only speak for
10 my own floor, okay?

11 IDA BIANCHI: Okay.

12 DENZEL M.: They have -- I hope you
13 know that they -- they bath you, and they shave
14 you, and, you know, all this stuff. They make you
15 laugh when it's boring, but -- and they -- they
16 do -- I communicate a lot with the staff because I
17 am the president of the residents' council, and we
18 get along beautifully. And they -- well, what's --
19 what's to worry? I mean, you know. It will be
20 over with pretty soon, hopefully.

21 IDA BIANCHI: Right.

22 DENZEL M.: At least I have that spirit
23 anyway. I'm not giving up, not by a long shot.

24 IDA BIANCHI: Okay. Thank you.

25 Thanks, Denzel.

1 DENZEL M.: You're quite welcome.

2 IDA BIANCHI: All right. Okay. Now,
3 I'm going to the trio of Arlene, Sylvia, and
4 Krystal. You can choose which one of you wishes to
5 speak first, but the question is what should the
6 Commissioners know as they go to the task of
7 preparing the report and recommendations?

8 KRYSTAL C.: So it's Krystal here.

9 IDA BIANCHI: Okay.

10 KRYSTAL C.: And I want the
11 Commissioners to know that -- I don't know how much
12 the PSWs and anybody who works at a -- in our home,
13 how much they make an hour, but I can tell you,
14 it's not enough, not with some of the things they
15 have to do, for the care they give, for the --
16 they're just wonderful caring people.

17 And as residents here, we deserve that,
18 and we deserve to know that they're being at least
19 paid well. That's my message to the Commission.

20 IDA BIANCHI: Thanks, Krystal.

21 KRYSTAL C.: Okay.

22 ARLENE B.: Hi, it's Arlene.

23 IDA BIANCHI: Hi, Arlene.

24 ARLENE B.: Hi. I think the staff,
25 like Krystal said, I agree they should be paid

1 more. But I know our [indecipherable] people,
2 they've been really on the ball about different
3 things that we can do, and they've reestablished --
4 there was a point there where they stopped the
5 breakfast clubs -- [indecipherable] restart again,
6 and there's a lot to do. They keep us busy that
7 way, and I think that's great.

8 UNIDENTIFIED PERSON: Do you have a
9 recommendation for the Commission, Arlene, like
10 what needs improvement?

11 ARLENE B.: The staff needs more money.

12 IDA BIANCHI: Yeah. It sounds like
13 they're doing a really good job for you in your
14 home, so I -- I'm sure that they appreciate how you
15 feel about them.

16 ARLENE B.: They get a lot of our
17 support.

18 IDA BIANCHI: Okay.
19 Sylvia, would you like to add to that?

20 SYLVIA C.: Yes, I would agree with
21 Arlene and Krystal that they -- we've got a very
22 good setup here. I don't think it could be any
23 better than it is. And, you know, we seem to have
24 got through it very well with the help of the PSWs
25 and the other staff that are here, and any time we

1 want them, they try and come as quickly as they
2 can, and, no, they can't do any more than they're
3 doing at the moment. They're excellent, I must
4 admit here. We've had no deaths, and that's a
5 great thing, and no outbreaks, so we keep our
6 fingers crossed that in the future, it will carry
7 on like that, yeah.

8 IDA BIANCHI: Is there anything you
9 want the Commissioners to know in particular as
10 they think about recommendations?

11 SYLVIA C.: Well, the staff are --
12 [indecipherable] our eyes, and pay, but they seem
13 to be coping very, very well. They really do cope
14 very well in this [indecipherable], yes.

15 IDA BIANCHI: Okay. Thanks.

16 So, Marilyn, are you on the phone now?

17 MARION L.: I think I am. Can you hear
18 me?

19 IDA BIANCHI: Yeah, I can hear it.
20 Okay. So do you want to answer the first question?

21 MARION L.: Yes, please. Can you ask
22 me the question again?

23 IDA BIANCHI: Sure. What impact has
24 COVID had on your life, and is there anything that
25 could have been done that would have made things

1 better for you and the other residents?

2 MARION L.: Okay. I feel that having
3 me -- I've lived so much, for such a long period of
4 time has impeded my ability to explain myself
5 completely and clearly.

6 I don't know if that's -- somebody else
7 comes on or I'm not sure but the -- definitely
8 being isolated and alone and not having somebody to
9 talk to, converse with, has made a difference in my
10 life.

11 IDA BIANCHI: Marion --

12 MARION L.: Yes.

13 IDA BIANCHI: Marion, can I interrupt
14 you for a sec? I think you have your computer
15 audio on as you're speaking. Could you turn it
16 off? Because we're hearing an echo.

17 MARION L.: Okay. Let me see here.

18 IDA BIANCHI: Okay.

19 MARION L.: Okay. Is that it -- now --
20 no.

21 WILLIAM W.: Who's speaking? Hello?
22 Hello?

23 IDA BIANCHI: Hi. Who's that?

24 WILLIAM W.: It's Reid.

25 IDA BIANCHI: Who's Reid?

1 WILLIAM W.: I'm sorry, Will, the
2 [indecipherable] -- the president here.

3 IDA BIANCHI: Okay. I don't think
4 we -- I don't think --

5 Melissa, is Reid on our list of people?
6 William.

7 WILLIAM W.: William. It's me,
8 William.

9 COURT REPORTER: I think he said
10 William.

11 IDA BIANCHI: Oh, William. Okay. I'm
12 hearing a terrible echo, and I don't know where it
13 comes from.

14 WILLIAM W.: From my phone.

15 IDA BIANCHI: Okay.

16 MARION L.: I think I've got
17 [indecipherable] now. That make a difference now?
18 No, it doesn't. I can hear myself still.

19 According to my computer, I'm muted by
20 the organizer.

21 IDA BIANCHI: Okay.

22 MARION L.: I don't know what else to
23 do. And I --

24 IDA BIANCHI: Melissa, can you mute all
25 of us?

1 MARION L.: Does that make a
2 difference? I have a light on my computer. Does
3 that make any difference? Is that better, or
4 there's still an echo?

5 IDA BIANCHI: No, that's good. That's
6 better, Marion.

7 MARION L.: Okay. All right.

8 IDA BIANCHI: Okay. Thanks, Marion.
9 Go ahead.

10 MARION L.: I'm sorry to cause such a
11 problem. Maybe that's part of the -- what's
12 happening with the COVID. Because of the
13 isolation, I'm not able to converse correctly
14 anymore, get my thoughts out completely as
15 straight. It takes a while to get things organized
16 in my mind, and by the time I get organized in my
17 mind, getting it out -- I'm out.

18 The other thing is -- geez, now see,
19 I've forgotten. But at the very beginning when
20 COVID first started and they'd prevented all
21 visitors from coming in, I found that the worst
22 part. That was very difficult.

23 Once they allowed essential caregivers,
24 whether they really were essential caregivers or
25 not, they were allowed to come into the home,

1 testing them every week or whatever time of it
2 works okay.

3 Now, my other thing is right now, these
4 people can come in. They are tested. They come in
5 negative. Why can't we hug them? Why can't we
6 touch them, even hold their hands? We have to keep
7 distance. They -- they have no -- they have -- had
8 the test that prove that they are negative, so why
9 can't they touch us, even just for five minutes? I
10 miss that as well as, you know, having the ability
11 to have the time to converse with them.

12 I also find that I'm not sure if
13 it's -- the other people in this home because of
14 the isolation, they seem to be going downhill,
15 mentally more than anything else, I think. I mean,
16 we can manage to keep ourselves entertained. You
17 know, we have the TV or computer or whatever. It's
18 not that we don't have anything to do. It's just
19 that we have no reason to do it. So unless they
20 can get something going that way, I think it's --
21 it's difficult. And --

22 IDA BIANCHI: Thanks.

23 MARION L.: -- anything else you need?

24 IDA BIANCHI: Hi, Marion. Are you --
25 we've heard you, and so much better than on the

1 computer. It was great.

2 MARION L.: Okay.

3 IDA BIANCHI: Thank you.

4 MARION L.: Okay.

5 IDA BIANCHI: Are you -- have you said
6 what you need to say?

7 MARION L.: I think so.

8 IDA BIANCHI: Okay.

9 MARION L.: Did I answer your question?

10 IDA BIANCHI: You did. And we'll be
11 back to you with the second question at the end,
12 okay?

13 MARION L.: Okay. That's fine.

14 IDA BIANCHI: Okay. I'm going to turn
15 to William who joined us late.

16 William, I think you're on the phone,
17 right?

18 WILLIAM W.: Right.

19 IDA BIANCHI: Okay. Thanks for coming.
20 And I want to ask you -- I've asked the other
21 residents a question, and I'd like to ask you the
22 same question. Shall I read it out to you?

23 WILLIAM W.: Sure.

24 IDA BIANCHI: Okay. So the question
25 is, what impact has COVID had on your life, and is

1 there anything that could have made things better
2 for you and the other residents in your home?

3 WILLIAM W.: Well, I almost died. I
4 did have COVID-19, and I was sick for a couple
5 weeks.

6 IDA BIANCHI: Oh, I'm sorry to hear
7 that.

8 WILLIAM W.: I'm better now, just
9 started to be [indecipherable]. I find it very
10 isolating. We're not allowed out of our rooms, so
11 we don't get to see our friends anymore. I've been
12 trying to get a couple telephone numbers so I could
13 at least call them. Other than that, could be
14 better.

15 IDA BIANCHI: Okay.

16 WILLIAM W.: But I don't think it's
17 getting better any time soon.

18 IDA BIANCHI: So are you still in your
19 room?

20 WILLIAM W.: Yeah.

21 IDA BIANCHI: Are there any activities
22 going on in your home?

23 WILLIAM W.: No.

24 IDA BIANCHI: Is your home in an
25 outbreak right now, William?

1 WILLIAM W.: Yeah.

2 IDA BIANCHI: All right. So does that
3 mean that you spend most of your day in your room
4 by yourself?

5 WILLIAM W.: Spend all day in my room
6 by myself, me and my TV.

7 IDA BIANCHI: I'm very sorry to hear
8 that. That must be lonely.

9 WILLIAM W.: It does tend to get
10 lonely, but the PSWs and nurses are very good.
11 I've got a lot of friends. I've been here five
12 years.

13 IDA BIANCHI: M-hm.

14 WILLIAM W.: So I've got a lot of
15 friends. And they do anything for me or get me
16 anything I want. One of them just dropped me off a
17 cold beer.

18 IDA BIANCHI: That's nice.

19 WILLIAM W.: That's nice.

20 IDA BIANCHI: Yes. I think I'll have a
21 cold drink, too, after this meeting.

22 WILLIAM W.: Sounds good. Who are you?

23 IDA BIANCHI: Me? Oh, you did come to
24 the meeting late. My name's Ida, and I'm one of
25 the lawyers with the -- with the Ontario Long-Term

1 Care Commission, William. You may not have seen --

2 WILLIAM W.: Oh, yeah.

3 IDA BIANCHI: Two of the Commissioners
4 are also here, Angela Coke and Jack Kitts who
5 are -- have been hearing information from a wide
6 variety of people and organizations. But they've
7 really been enjoying hearing from the residents and
8 their families that you are the most important
9 people because it's happening to you. And so it's
10 really important to them that they hear from you
11 and learn from your experience. So thank you so
12 much for joining the call.

13 WILLIAM W.: I'll just tell you one
14 thing: We need to do more for our PSWs and nurses.

15 IDA BIANCHI: Okay.

16 WILLIAM W.: A lot of them have left,
17 but the ones that it's -- should get the extra pay
18 are being shorthanded.

19 IDA BIANCHI: Okay. Thanks, William.

20 WILLIAM W.: You're welcome.

21 IDA BIANCHI: Okay. Okay. I'm now
22 going to go back to the second -- finish the second
23 question round, and I think I was at Marilyn before
24 I went back to Marion to hear from -- and Marion
25 and William to hear --

1 MARILYN S.: Hi.

2 IDA BIANCHI: Hi.

3 MARILYN S.: Hi.

4 IDA BIANCHI: Do you need me to repeat
5 the first question, Marilyn?

6 MARILYN S.: Yes.

7 IDA BIANCHI: Will I repeat the first
8 question?

9 MARILYN S.: Yes.

10 IDA BIANCHI: Okay.

11 MARILYN S.: [Indecipherable].

12 IDA BIANCHI: All right. In your view,
13 what is the most important thing that the
14 Commissioners need to know as they consider making
15 their recommendations?

16 MARILYN S.: The staff is excellent.
17 They're really good staff here. [Indecipherable].
18 They usually keep you active, you know, activities,
19 and, yeah [indecipherable]. They're really good
20 staff here, very good staff, yeah.

21 IDA BIANCHI: Okay. So do we need to
22 do something better for staff? Does staff need
23 different -- better recognition, better pay?

24 MARILYN S.: More of them.

25 IDA BIANCHI: You need more of them.

1 MARILYN S.: They're short.

2 IDA BIANCHI: Okay. Are you often
3 short in your home, short-staffed?

4 MARILYN S.: Yeah, we are.

5 JENNIFER W.: Not so much now with --
6 with how much -- how many residents we lost.

7 MARILYN S.: Yeah, last year we were
8 doing sure a lot better, oh, yeah.

9 IDA BIANCHI: How many residents did
10 you -- did your home lose?

11 JENNIFER W.: Fifty-three.

12 MARILYN S.: Fifty-three.

13 IDA BIANCHI: Oh, okay. I think you
14 said that earlier. I'm sorry. I forgot.

15 MARILYN S.: That's okay.

16 IDA BIANCHI: Yeah. Okay. Thanks,
17 Marilyn.

18 MARILYN S.: Thank you.

19 IDA BIANCHI: Pat. Hi, Pat. Pat, can
20 you hear me? Okay. I think we're -- I think we'll
21 go back to Pat in a bit.

22 Marion, second question, shall I repeat
23 it for you? Marion? So I think we may have lost
24 Marion, but I'll call out to her again before we
25 close.

1 Jean? Are you still with us, Jean?
2 Oh, I see you there. Hi. So would you like me to
3 repeat the second question? Oh, Jean, you're on
4 mute.

5 WILLIAM W.: Yes, you got everybody on
6 mute.

7 IDA BIANCHI: Oh, and I just heard you,
8 William, so you're not on mute, but Jean is on
9 mute.

10 JEAN C.: No. I was just thinking if
11 we could be told more of what's happening and then
12 contracting all the -- what you get on the TV,
13 it's -- it gets kind of quite frightening, but if
14 you could get away from knowing it's that
15 frightening and we're being cared for, I think
16 would help a lot of people.

17 All the people here, it's the bad
18 reports, and our -- here -- our PSWs, our
19 activities people, they -- they do 150%, and the
20 PSWs, the same. We've had good care all along.
21 It's just, as I say, if people, perhaps, could
22 learn more and understand that we will get over
23 this. We will get finished and be back to normal
24 again.

25 IDA BIANCHI: Okay. Thanks, Jean.

1 Thanks for your input.

2 Wayne, are you still with us on the
3 phone? Oh, no. You're on -- you're on screen,
4 sorry. I was confusing you with William --

5 WAYNE C.: I have a screen.

6 IDA BIANCHI: -- there for a minute.
7 Would you like me to repeat the question, Wayne?

8 WAYNE C.: Yes, please.

9 IDA BIANCHI: Sure. Is there anything
10 that you'd like the Commissioners to know as they
11 think about the recommendations they're going to
12 make to the Government?

13 WAYNE C.: Giving us information for
14 one thing. Apparently, there's a lot of stuff come
15 through on the computers and that, but we never
16 hear about it. We don't know sometimes if we're in
17 14 days' lockdown or if we're in 28 days' lockdown,
18 so I think a little more communications would be
19 great, though.

20 IDA BIANCHI: Okay. Thanks, Wayne. Is
21 there anything else you'd like to add?

22 WAYNE C.: No, I can't think of
23 anything. I think Jean covered pretty near most of
24 it. We've had no illnesses in this place. We can
25 be thankful for that, so everything seems to be

1 good here.

2 IDA BIANCHI: Okay. Thanks.

3 Okay. I'm back to you, William. Do
4 you want me to repeat the last question for you?

5 WILLIAM W.: Sure.

6 IDA BIANCHI: Okay. Is there anything
7 you'd like the Commissioners to know as they
8 prepare to make their recommendations to the
9 Government?

10 WILLIAM W.: We have to take better
11 care of the staff we have left. I'm sure
12 everybody's short in all homes, but we have to take
13 better care.

14 One day, we had one PSW when we usually
15 have four. They should be doing something extra
16 for that PSW, but they don't. I don't even know if
17 they get a [indiscernible].

18 We used to have a great administrator,
19 and everything was perfect. And she left, and we
20 have a new one, and everything is in turmoil. Like
21 the other [indecipherable] said, we have no
22 communication. Nobody --

23 IDA BIANCHI: Okay.

24 WILLIAM W.: -- knows what's going on.

25 IDA BIANCHI: Okay. Thanks, William.

1 It seems that a lot of you have a lot of regard for
2 your staff, and that's really nice to hear. I'm
3 going to add that the trio in the -- what looks to
4 be a boardroom, so that's Krystal, Arlene, and
5 Sylvia wanted to add that staff needs higher pay,
6 not just because they are doing a good job, because
7 they need incentives to stay in the job.

8 So can I take it from that that you
9 have a lot of staff turnover in your home?

10 WILLIAM W.: With staff?

11 IDA BIANCHI: Yeah.

12 WILLIAM W.: We all see different staff
13 now.

14 KRYSTAL C.: Yeah, we have a lot of
15 staff shortage.

16 WILLIAM W.: Yeah.

17 KRYSTAL C.: And there's -- a lot of
18 them will stay and do a double shift just because
19 there's nobody to replace them.

20 WILLIAM W.: Oh, we have a lot of -- a
21 lot of PSWs do double shifts.

22 KRYSTAL C.: Yeah, I know. They
23 should -- they should be recognized somehow, and,
24 you know, a pay incentive's probably the best way.

25 IDA BIANCHI: All right. Well, I have

1 come to the end of my questions, and we've heard
2 from all of you on them.

3 Does anyone have anything left that
4 they want to say before we -- I turn it back over
5 to Commissioner Coke?

6 WILLIAM W.: Not me.

7 IDA BIANCHI: Okay. Thank you,
8 everyone. I'm sorry that we had difficulty --

9 BARB S.: Thank you.

10 IDA BIANCHI: Sorry? Do you want to
11 say something, Barb?

12 BARB S.: Yes, this is Barbara here.

13 IDA BIANCHI: Okay.

14 BARB S.: I'd like to add a name to
15 people to work -- to suggestions that they have
16 more pay. PSWs do a fantastic job. They're worth
17 every cent you pay them now.

18 IDA BIANCHI: Okay. Thank you, Barb.

19 UNIDENTIFIED PERSON: We have some
20 more -- sorry. We have some more comments from the
21 trio.

22 IDA BIANCHI: Okay. Please.

23 SYLVIA C.: I just think I'd agree with
24 the person that spoke about the lack of
25 communication between the staff and patient. And I

1 think there should be a lot more communication than
2 there is. I think we should be told each week
3 about what's happening and what's going on. I
4 think that's what we -- we don't like is the fact
5 that we don't -- we don't feel [indecipherable]
6 because we -- we don't know what's going on. You
7 know, we -- it's impossible. You know, I think
8 more communication, I would say, is very -- a very
9 big thing.

10 ARLENE B.: We don't know when
11 someone's dying.

12 SYLVIA C.: Yeah, you -- we don't know
13 when someone has died or anything. We know when we
14 find out a couple of days later, and I think what
15 we know -- and we are [indecipherable] the place,
16 you know, and we all like living here, but as I
17 say, communication is bad. That's the one thing.
18 It's really bad.

19 UNIDENTIFIED PERSON: Do you -- Arlene?

20 ARLENE B.: I agree with Sylvia. There
21 just isn't enough communication, and we are also
22 part of the team helping to keep it all
23 [indecipherable], together we can do it. Together,
24 we can all do it. The residents are -- are -- we
25 are suffering too, but I found that with staff, the

1 administration, either they don't know or they
2 notice it, but they don't care. [Indecipherable].

3 IDA BIANCHI: Okay.

4 ARLENE B.: They could show more, but,
5 yeah.

6 IDA BIANCHI: All right. Thanks. I
7 have a message for William from Dee. Can you --
8 oh, it looks like Pat froze and logged back in. I
9 will call on Pat, but I'll send William --

10 William, Dee would like you to call her
11 privately at your convenience.

12 WILLIAM W.: Okay.

13 IDA BIANCHI: She's been having trouble
14 getting -- reaching you, so I just want to tell you
15 that.

16 WILLIAM W.: Okay.

17 IDA BIANCHI: And I will call on Pat
18 now who got frozen out a moment ago.

19 Pat, are you with us?

20 PAT B.: Yes, I'm here.

21 IDA BIANCHI: Oh, there you are. Okay.
22 You were frozen earlier, so let me ask you the
23 second question. Is there anything that you want
24 the Commissioners to know as they go about making
25 their recommendations to Government?

1 PAT B.: Well, I think it's been said
2 before, but the PSWs are wonderful. They just --
3 oh, they can't do enough for you.

4 IDA BIANCHI: Okay. And so what would
5 you like to see them get as a result of their work?

6 PAT B.: I don't know. They -- they
7 need more -- more help. What else? Yeah, they
8 need more help, and, like, just not money. They
9 need assistance.

10 IDA BIANCHI: Okay. All right.
11 Thanks, Pat. Thanks all of you. I -- this was, in
12 some ways, a technologically challenging
13 conversation, but you all did amazingly well, and
14 we were very glad to hear from all of you.

15 So I'd like to now turn it back to
16 Commissioner Coke.

17 COMMISSIONER ANGELA COKE: Okay. Thank
18 you.

19 And thanks to everybody who helped
20 organize today, but a special thank you to all of
21 you who have participated today. I really
22 appreciate you coming forward and sharing your
23 experiences, your stories, and your ideas. And I
24 must say it was also very encouraging to hear about
25 some better experiences and the kinds of supports

1 that you're getting to help you cope through this
2 difficult time.

3 But we very much are pleased to hear
4 from you directly, very grateful, and it will be
5 very helpful in terms of us coming up with our
6 recommendations, especially your comments about the
7 PSWs. So I hope that you all have a good
8 afternoon, and thank you again.

9 IDA BIANCHI: Thanks.

10 COMMISSIONER JACK KITTS: Thank you.

11 -- Adjourned at 3:11 p.m.

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REPORTER'S CERTIFICATE

I, JANET BELMA, CSR, Certified
Shorthand Reporter, certify:

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

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

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

Dated this 21st day of January, 2021.



NEESONS, A VERITEXT COMPANY

PER: JANET BELMA, CSR

CHARTERED SHORTHAND REPORTER

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