

# 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

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

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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)

9

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

19

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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1 REPORTER'S CERTIFICATE

2  
3 I, JANET BELMA, CSR, Certified  
4 Shorthand Reporter, certify:

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

9  
10 That all remarks made at the time  
11 were recorded stenographically by me and were  
12 thereafter transcribed;

13  
14 That the foregoing is a true and  
15 correct transcript of my shorthand notes so taken.

16  
17  
18 Dated this 21st day of January, 2021.

19  
20 

21  
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25 CHARTERED SHORTHAND REPORTER



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