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May 27, 2020

Hon. Doug Ford
Premier of Ontario
Legislative Building
Queens Park
Toronto, ON, M7A 1A1

REFERRAL TO _____
RECOMMENDED _____
DIRECTION REQUIRED _____
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Premier Ford,

As Members of Parliament representing five communities with long term care homes that have been devastated by COVID-19, we are particularly horrified at the events and details described by the Canadian Armed Forces personnel providing care at these homes.

The abusive allegations described in Orchard Villa in Pickering, Altamont Care Community in Scarborough, Eatonville Care Centre in Etobicoke, Hawthorne Place in North York and Holland Christian Homes Grace Manor in Brampton should alarm every single Ontarian and Canadian.

The stories and examples of abuse described by the soldiers stationed at these homes are simply unacceptable. For weeks, workers and families at these facilities have been sounding the alarm about the treatment of residents at these homes. As we rightly focus on the disturbing stories and details, we must remember that behind these examples and numbers are human beings and our fellow citizens. They were mothers and fathers, brothers and sisters, aunts and uncles. They deserve better.

We have followed the developments and news coming out of these long-term care homes as more and more of our residents became ill and passed away. We have grieved for their families and friends, mourned the senseless loss of life in our communities and have advocated that steps be taken immediately to protect the residents in the short-term and reform our long-term care system for the long-term.

It is in this vein, that as Members of Parliament, we are writing to urge the Government of Ontario to take the following actions:

- 1. Immediately place the 5 long-term care facilities named above on a Mandatory Management Order, appoint a third-party Manager to oversee all operations in these facilities and implement measures to address the horrific details reported by the Canadian Armed Forces (CAF) including the following:**
 - a. Conduct emergency health assessments of all of the residents living in these facilities to ensure that they receive proper medical treatment for any existing conditions that have gone untreated;**
 - b. Provide full cleaning and sanitation of all 5 facilities to bring them up to proper standards including any pest management services;**

- c. Establish full laundry services to ensure clean bedding and materials are available to all residents;
 - d. Conduct a full inventory of all medication and medical supplies to ensure there is an adequate supply of medications that are not expired and that all medical equipment is tested, sanitized and in working order;
 - e. Invest in additional training for all staff in all long-term care homes in Ontario;
 - f. Establish and immediately implement a mandatory full training program for all staff and volunteers;
 - g. Establish standards of employee changeover and schedules to ensure care is consistent;
 - h. Put in place clear charting standards so each caregiver can access the medical information needed;
 - i. Provide all necessary PPE and instructions on their proper use, as well as proper infectious disease controls to stop the spread of Covid-19 within these facilities;
 - j. Ensure PPE equipment is available for CAF members to ensure their safety while serving and providing care in these facilities;
 - k. Initiate a full in-person inspection and assessment to be completed by third party managers to ensure that all aspects of the CAF report and any other violations are addressed to ensure every facility is immediately brought to the proper standards of care.
2. Immediately establish a full public inquiry led by independent experts with representation from staff, families of survivors and current residents to:
- a. Identify the failings of the long-term care system in Ontario;
 - b. Determine the reasons for those failings; and
 - c. Make specific recommendations as to the steps that must be taken to ensure that the seniors in our long-term care homes receive the quality of care that they deserve.

It is clear now, more than ever, that a government commission is inadequate and that a fully public inquiry must be established.

We believe that a public inquiry is needed because it is the only way to ensure that:

- The inquiry is independent and thorough. We believe that the currently planned commission, operating through the same government and department it will be tasked with reviewing, would not provide the balanced and independent investigation that a formal public enquiry can.
- The investigation is led by experts qualified to identify the problems that need to be addressed, their root causes and the solutions required to address them.
- The inquiry's findings and recommendations are transparent to all Ontarians.

Many of the staff at long-term care homes, along with the family and friends of those who have passed away are demanding a full and independent public inquiry.

A full public inquiry is a critical step in ensuring that a tragedy like this can never happen again and that seniors in Ontario get the care that they deserve.

3. **Work in partnership with the Government of Canada in the establishment and implementation of enforceable national standards for long-term care homes across Canada.**

We have begun advocating with the federal government that it work with provincial governments and make the necessary legislative and regulatory changes to establish and implement enforceable national standards for long-term care homes across Canada.

We believe that these steps must be taken urgently both because of the seriousness of the matter in the long-term but also because as we speak, Covid-19 continues to devastate the health and lives of seniors in long-term care homes. There is also a high probability that Ontario will experience a second wave of Covid-19 which could cost more lives. These steps must be taken urgently to protect the health and lives of our seniors.

We ask you to take these steps because seniors in long-term care homes and their families deserve to know that reprehensible practices like those documented by our Canadian Armed Forces members will never happen again and that our seniors in Ontario and across Canada will receive the quality of care that they deserve.

Yours Sincerely,

Gary Anandasangere
MP, Scarborough-Rouge Park

Yvan Baker
MP, Etobicoke Centre

Jennifer O'Connell
MP, Pickering-Uxbridge

Hon. Judy Sgro
MP, Humber River-Black Creek

Sonia Sidhu
MP, Brampton South