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There has been a lot of news about some of the struggles of Long-Term Care Homes. Like you, we are saddened by what we have seen and heard. These reports are very unsettling.

In today's world, we are humbled to be entrusted with the care of each of our residents. We take this responsibility very seriously.

At the same time, we understand there are challenges. We are grateful that these are being examined. As an organization, we participate in every way we can with our Associations – Advantage and Ontario Long Term Care, regional partners and at the Ministry to advocate for change that will improve the system. We advocate strongly for additional front-line staff and infection prevention and control resources.

We are incredibly grateful to you, our families, and local community partners, especially at this time, for your support, suggestions and your willingness to work together. A great example of this is the roll out our Essential Caregiver program; this has made a world of difference to have our families back in the homes.

We are pleased to see the interim letter with recommendations from the LTC Commission to Minister Fullerton. The letter provided 11 early recommendations with a focus on staffing, collaborative relationships, and infection prevention and control. We are encouraged by this communication.

As always, we welcome your questions and we hope you will come to us with any concerns.

In Kindness,

A handwritten signature in black ink, appearing to read "EShantz", is written over a light blue horizontal line.

Elaine Shantz
CEO