



**Statement on staffing at Maples Personal Care Home – Winnipeg  
- Wendy Gilmour, Senior Vice President, Revera, Inc.**

November 9, 2020

Today we learned that Revera reported inaccurate information at a press conference on Saturday. We want to sincerely apologize to the people of Manitoba for this error. Below is some context that led to this situation, as well as a more comprehensive apology.

At a press conference today, Vickie Kaminski, President and CEO of the Winnipeg Regional Health Authority outlined events that took place on Friday, November 6. She expressed her concerns about some incorrect information which was given to the WRHA on Saturday, November 7 following a situation the previous evening in which nurses at Maples Personal Care Home requested assistance from Winnipeg Fire Paramedic Services with assessment and acute care support for residents at the home.

Specifically, Ms. Kaminski expressed dismay that information the WRHA had received from Revera regarding Health Care Aide staffing levels was ‘less than accurate’ and that the WRHA had, in turn, shared the incorrect information with the Minister of Health, Seniors and Active Living.

Revera offers a full and sincere apology to the Winnipeg Regional Health Authority, Shared Health Manitoba, all our residents and their families, our staff and the people of Manitoba who received this incorrect information.

Although the disclosure of inaccurate information was not deliberate, it was significant and we truly regret that it has strained the positive relationship that Revera has had with the WRHA. We also deeply regret that we may have appeared to have intended to mislead the people of Manitoba, and the families of our residents, which was not the case.

There is no excuse for inaccurate disclosure, and we will be putting processes in place to ensure that this kind of mistake does not happen again.

**Timeline of Events**

This brief summary of facts will explain how the miscalculation occurred, and we hope will provide a level of transparency into our actions that helps you understand how the error occurred.



For Friday's evening shift (3:30 pm to 11:30 pm), with 169 residents, the clinical staffing plan called for 7 nurses and 19 health care aides (HCAs). This staffing is being augmented by 15 general labour staff who are available to assist the HCAs. There are also security staff on hand to monitor the units and redirect residents who leave their rooms back to isolation.

During the day shift, management was notified that 4 HCAs were advised to go for testing and to stay home in self-isolation for possible exposure to COVID-19. Another 8 HCAs called in sick for the evening shift, for non-COVID reasons. This left 7 scheduled HCAs, out of 19, available to cover the shift.

The management asked the day shift HCAs to stay and work overtime for as long as they could. In the end, 9 HCAs stayed for 2 extra hours, to assist with meals and feeding, and 3 others stayed for 4 hours of overtime, to assist with getting the residents settled down for the night. We thank them for their dedication to the residents for whom they provide such compassionate care.

During the course of Friday's dinner service, nurses and HCAs observed 10 residents refusing nutrition or hydration, which they recognized as a potential sign of rapid decline common with COVID-19.

The staff at the home acted appropriately and called Winnipeg Fire Paramedic Services (WFPS) just after 7:00 pm to ask for help with medical assessment and potential transport to hospital for these residents. Approximately two-and-a-half hours later, a WFPS team arrived – at roughly 9:30 pm – and conducted assessments on 11 residents. Three residents were eventually transported to hospital, three received intravenous (IV) fluid therapy at the home for dehydration and five were assessed as stable.

Two residents passed away that evening, one with COVID-19 and one unrelated to the pandemic. We offer our most sincere condolences to the families and friends of two residents who passed away on Friday evening.

Revera appreciates the assistance of the WFPS Paramedics as well as the staff at the hospitals who treated the residents. We would also like to thank the WFPS Rapid Response team that has been supporting our clinical team since the weekend.

A paramedic shared information about the evening's events on social media. The WRHA requested information on staffing and, on Saturday afternoon, asked for Revera's participation in a media conference later that afternoon.



Revera's Vice President, Operations, Jason Chester took part in the media conference and provided information that he had gathered before the conference. In reporting the staffing numbers, he used staffing plan sheets to gather the number of hours of care provided and reported the hours as full-time equivalents.

Unfortunately, the information Mr. Chester had did not reflect some of the HCAs who called in sick on Friday evening. He used the figure of 104 hours of care to calculate 13 FTE HCAs and reported this figure as the number of staff on hand. This error was a result of having incomplete information and we want to assure you that it is not indicative of Revera's, or Mr. Chester's, standard of attention to detail regarding reporting requirements.

After reviewing the final time sheets again today, at Ms. Kaminski's request, he discovered the discrepancy and that the reported 13 FTEs was actually 7 HCAs with overtime support before 7:30 pm. As Ms. Kaminski noted, while there were 19 HCAs present during dinner service and 10 HCAs assisting with bedtime care, only 7 remained on duty from 7:30 – 11:30 pm.

It should be noted that a similar calculation was used for Nursing care: 7 nurses were scheduled and two called in sick. Three dayshift nurses worked a total of 16 hours of overtime, which is the 7 FTE hours of nursing care reported and provided.

Finally, we also want to assure families of residents that while the complement of HCAs was lower than reported and lower than we had originally scheduled, we did have other staff on site that evening, including 15 general labour and 12 security personnel. We are not suggesting that these general labour staff are replacements for HCAs, but they do provide valuable support to the residents.

Mr. Chester apologizes profusely for the inaccuracy of his calculations and the resulting misreporting of this data at the media conference with the WRHA. He did not endeavour to mislead and regrets the perception that he was purposefully inaccurate in his disclosure.

### **WRHA oversight at Maples**

At today's media conference, Ms. Kaminski also announced that the WRHA is assigning Kathleen Klaasen, Chief Nursing Officer, Deer Lodge Centre in Winnipeg, on secondment to oversee the administration of Maples Personal Care home starting tomorrow. In addition to Ms. Klaasen, three other members will be added to the management team, along with medical support and Nurse Practitioners.

Revera has always worked very closely with the WRHA, and especially since the beginning of the pandemic. We value our relationship with the WRHA and the Manitoba government and will work to regain and rebuild their trust in our organization.



We welcome and appreciate the support of Ms. Klaasen and the team who will be joining her at Maples. We look forward to working together to care for our residents.

Revera appreciates the assistance of the WFPS Paramedics as well as the hospitals who treat our residents. We look forward to working with the WFPS Rapid Response team in coming days to help support our clinical teams. We also look forward to working with the personnel from Canadian Red Cross will be supporting Maples.

We understand that this is a very stressful time for residents, their families and our staff and we are doing everything we can to control the spread of COVID-19 in the home.