

# Long-Term Care COVID-19 Commission Meeting

French Group Meeting with Commissioner and  
Residents  
on Wednesday, February 17, 2021



77 King Street West, Suite 2020  
Toronto, Ontario M5K 1A1

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MEETING OF THE LONG-TERM CARE COVID-19 COMMISSION

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--- Held via Zoom Videoconferencing, with all  
participants attending remotely, on the 17th day of  
January, 2021, 2:00 p.m. to 3:00 p.m.

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1 BEFORE:

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3 The Honourable Frank N. Marrocco, Lead Commissioner

4 Angela Coke, Commissioner

5 Dr. Jack Kitts, Commissioner

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7

8 PRESENTERS:

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10 FRENCH LONG-TERM CARE RESIDENTS:

11 Eugène M.

12 Françoise M.

13 Denise P.

14 Agnès L.

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16 Melissa McVie, Education and Home Support, Ontario

17 Association of Residents' Councils

18 Jennifer Langston, Client Relations and Support

19 Manager, Ontario Association of Residents' Councils

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22 PARTICIPANTS:

23

24 Dawn Palin Rokosh, Director, Operations, Long-Term

25 Care Commission Secretariat

1 Alain Daoust, Team Lead, Long-Term Care Commission  
2 Secretariat  
3 Angeline Hawthorn, Senior Policy Analyst, Long-Term  
4 Care Commission Secretariat  
5 Adriana Diaz Choconta, Senior Policy Analyst,  
6 Long-Term Care Commission Secretariat

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8 ALSO PRESENT:

9 Deana Santedicola, Stenographer/Transcriptionist

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1 -- Upon commencing at 2:00 p.m.

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3 DAWN PALIN ROKOSH: I think that we  
4 should start, and when the other participants join  
5 us, we will help them.

6 Yes, so I think that we should get  
7 going.

8 ALAIN DAOUST: Okay. I will start.  
9 Good afternoon, everyone, and welcome to this  
10 meeting, this French language meeting with the  
11 Commission, the Long-Term Care COVID-19 Commission,  
12 with Francophone residents that are located in  
13 different regions of the province.

14 My name is Alain Daoust, and I am a  
15 Team Leader within the Secretariat of the  
16 Commission.

17 This afternoon I am with my  
18 coordinator, Dawn Palin Rokosh. She is one of the  
19 Directors here at the Commission. And I am also  
20 with two of my colleagues, Angeline Hawthorn and  
21 Adriana Diaz Choconta. Both of them are Senior  
22 Policy Advisors for the Commission.

23 Today's meeting will be in French, and  
24 as I was explaining earlier today, there is  
25 simultaneous interpretation available, so you can

1 choose to listen to this afternoon's discussion in  
2 the language of your choice, and you will be able  
3 to hear all of us in the language of your choice.

4           So if you want to listen in French, at  
5 the bottom of your screen, there is an  
6 interpretation icon, and you can click on "French",  
7 and for those who want to listen in English, you  
8 can click on the "English" channel. And if you  
9 want to listen in both languages, you shouldn't do  
10 anything.

11           So as you probably know, the Commission  
12 is led by three Commissioners, and we are joined  
13 today with two of the Commissioners. First of all,  
14 Commissioner Dr. Jack Kitts, who will be the lead  
15 Commissioner for this meeting today, and also the  
16 Chief Commissioner, Frank Marrocco, is with us  
17 today.

18           I want to thank Melissa McVie and  
19 Jennifer Langston of the Ontario Association of  
20 Residents' Councils, who have helped us in order to  
21 identify today's participants.

22           Today's session will be taking place  
23 over Zoom, so the platform that we are using right  
24 now.

25           If there are connectivity issues, if

1 you have technical problems, you can join back into  
2 the meeting at any time, but if you have technical  
3 issues, please reach out to Adriana. Adriana, I  
4 sent you her contact information earlier today.

5 If you are comfortable turning your  
6 camera on, please feel free to do that. There  
7 won't be any video recording of today's meeting.  
8 However, if you prefer to stay off camera, that is  
9 fine as well.

10 Today's session is being recorded, so  
11 the information that you will be providing will be  
12 available to the public, and therefore, the  
13 information you provide will not be confidential.  
14 The transcripts will be posted later on the  
15 Commission's website.

16 We will begin. Here is how we will  
17 proceed.

18 I will identify one person after  
19 another, and I will ask the question of everyone,  
20 and you will all have four minutes to answer the  
21 first question.

22 And when everybody has answered the  
23 first question, then we will move to the second  
24 question. And then, again, we will go one person  
25 at a time. I will identify you individually and

1 invite you to answer the questions.

2 You will have four minutes to respond  
3 to this second question.

4 We know that you have also been through  
5 a great deal over the last year, and I know that we  
6 have a limited time together this afternoon.

7 So we would like to encourage you to  
8 focus on conveying to the Commissioners the most  
9 important things they need to know about your  
10 experience.

11 If there is something that you aren't  
12 able to cover in your first speaking time, you will  
13 have an opportunity to cover it in the second  
14 question.

15 So now what I would like to do is I  
16 would like to invite Dr. Jack Kitts, the lead  
17 Commissioner, who is going to say a few words in  
18 English for today's meeting.

19 Dr. Kitts, over to you.

20 COMMISSIONER JACK KITTS: Thank you,  
21 Alain. Good afternoon, everyone. It is a great  
22 pleasure for me to welcome you today here this  
23 afternoon for this dialogue, for this very  
24 important dialogue.

25 My name is Jack Kitts, and I am one of

1 three Commissioners appointed by the provincial  
2 government. As Alain introduced us, I am joined by  
3 our Chief Commissioner, Frank Marrocco, and  
4 unfortunately Commissioner Angela Coke could not be  
5 with us today.

6 As you are no doubt aware, this  
7 Commission was set up to investigate the spread of  
8 COVID-19 in long-term care homes and the impact it  
9 has had on residents, families, and staff.

10 Before we begin, I want to provide a  
11 bit of context about Commissions in general and our  
12 Commission specifically.

13 Governments will often set up  
14 Commissions of Inquiry after a tragic event has  
15 occurred. The purpose of a Commission is to  
16 investigate why the tragedy occurred and to make  
17 recommendations on how to prevent it from happening  
18 again.

19 Most Commissions begin their  
20 investigation after the tragedy is over. In our  
21 case, we are conducting our investigation as the  
22 crisis continues to unfold. Our final report and  
23 recommendations will be submitted to government at  
24 the end of April this year. However, we have  
25 already submitted two interim letters of

1 recommendations to government because we believe  
2 they will help manage the pandemic as it continues  
3 to unfold.

4 Our Commission is independent of  
5 government. Our role is to report our findings and  
6 recommendations to the government, but the decision  
7 to accept and implement our recommendations is the  
8 role of government.

9 As I stated earlier, an important part  
10 of our investigations is to learn how residents,  
11 staff, and family members have been impacted by the  
12 spread of COVID-19 in long-term care homes. So  
13 today we are asking you to help us understand the  
14 impact COVID-19 has had on you personally and tell  
15 us what you would recommend to prevent this tragedy  
16 in the future.

17 We understand that many of you may be a  
18 little nervous about participating in this meeting,  
19 and we want you to know that we truly appreciate  
20 your courage and taking time to help us with this  
21 very important task.

22 Our hope is that the work of our  
23 Commission will help ensure that such a tragedy is  
24 never repeated, and we believe that by sharing your  
25 stories, you will help the public and government

1 understand why it is so important that this never  
2 ever happens again.

3 Now, before we begin, I will ask you to  
4 join me in observing a moment of silence in memory  
5 of those residents and staff of long-term care  
6 homes who have lost their lives to COVID-19.

7 [Moment of silence observed.]

8 Thank you. I will now turn it back to  
9 Alain to facilitate the session.

10 Alain.

11 ALAIN DAOUST: Thank you very much,  
12 Dr. Kitts.

13 So we will begin with the first  
14 question. And, first of all, I would like to ask  
15 this question to Madam Françoise, so I want to make  
16 sure that Madam Françoise can hear me correctly.  
17 Can you turn Madam Françoise's microphone on,  
18 please?

19 The microphone is still off for Madam  
20 Françoise.

21 ADRIANA DIAZ CHOCONTA: All you have to  
22 do is to click on the microphone. Yes, just click  
23 there.

24 DAWN PALIN ROKOSH: Can we do it as a  
25 host? Are we able to unmute her?

1                   ADRIANA DIAZ CHOCONTA: I actually  
2 cannot open -- or turn on the microphone for her.  
3 I have been asking her to turn her microphone on,  
4 but she needs to click on that.

5                   ALAIN DAOUST: Mr. Eugène and Madam  
6 Françoise, are you able to click on your  
7 microphone, please?

8                   So perhaps that we could move on to  
9 another person in the time being, and we'll come  
10 back to you.

11                   So, Madam Agnès, would you be able to  
12 turn your microphone on, please? Madam Agnès, are  
13 you able to hear me?

14                   Could you turn your microphone on,  
15 please? Madam Agnès, could you turn your  
16 microphone on, please?

17                   ADRIANA DIAZ CHOCONTA: Madam Agnès,  
18 could you click on the mic?

19                   ALAIN DAOUST: Perfect. I will read  
20 the question to you, and then you can answer, Madam  
21 Agnès. What impact has COVID had on your life, and  
22 is there something that could have improved things  
23 for you and other residents in your care home?

24                   AGNÈS L.: Can you hear me?

25                   ALAIN DAOUST: Yes, we can hear you

1 very well.

2           AGNÈS L.: What bothered me the most is  
3 that I went out three or four times a week for  
4 activities, meet my sister and my friends, and now  
5 that was all ended. After that, it got worse, and  
6 there was isolation in our rooms, and we couldn't  
7 even speak to our neighbours or -- really because  
8 they were also isolated. The isolation was the  
9 worst, the worst thing.

10           However, our home was very lucky, our  
11 care home, because the managers managed things very  
12 well. I think they were a step ahead of things,  
13 and they closed the doors, no visitors. Things  
14 were very hard for us.

15           Where we started to be able to see  
16 people outside in our garden with distancing, we  
17 were okay, but now, in the winter, you can't do  
18 that. So the isolation was the worst thing,  
19 especially when you are an active person. I  
20 suppose that if someone is limited to their bed  
21 anyways -- we have people here that are. We have  
22 people who have a hard time communicating, maybe  
23 for those people, the effect of isolation is not  
24 quite as bad because that is more normal for them,  
25 but for them going to the little cafeteria

1 downstairs and being able to meet our friends and  
2 talking about our projects, that is what we can't  
3 do.

4 I think that is pretty well what I  
5 found. Communication with the family becomes very  
6 hard, especially in my case. I have a sister who  
7 has an intellectual challenge, and I was taking  
8 care of her from a distance, and that is really  
9 hard because she would come to the center here two  
10 or three times a week and now suddenly nothing. So  
11 she finds that hard, and we find it hard because we  
12 can't continue our lives in a normal sort of way.

13 People are done over -- things are done  
14 over the phone. I think that is about all I had to  
15 say about the COVID. I don't like it.

16 ALAIN DAOUST: Is there anything else  
17 that you would like to share with the Commissioners  
18 with regard to the first question?

19 AGNÈS L.: If there is anything else?

20 ALAIN DAOUST: Yes.

21 AGNÈS L.: I think the rules are  
22 applied in a draconian manner. I think people in  
23 authority should be able to judge and use their  
24 common sense in applying the regulations, because  
25 making a blanket rule, I mean, sometimes it doesn't

1 apply to a hundred percent of people. It may apply  
2 to the majority or maybe not even. It may apply  
3 only to a small percentage of the population in the  
4 center, but everyone is limited in the same way,  
5 and when they could get some quality of life.

6 And so if there was a possibility of  
7 having the regulations or the rules applied with an  
8 examination, not just saying, Okay, that is the  
9 regulation. That is the regulation for everybody.  
10 I found that very hard to accept in my case. I  
11 found that there were some things sometimes that  
12 didn't make sense. If you talk to one person, it  
13 is one thing. If you talk to somebody else, it is  
14 different too. So information was not communicated  
15 in a uniform manner, and I found that that caused  
16 more problems than anything, and it caused a great  
17 deal of dissatisfaction and frustration for us.

18 And there were other people that it  
19 didn't bother. They accepted. There is probably  
20 people who they have been out of -- doing that for  
21 years and who are used to listening to orders and  
22 following them, but there is some for whom it is  
23 not so great.

24 That is about the only thing I can say.  
25 It is sort of a lightening but not exactly that. I

1 mean, looking at each case individually to see its  
2 merits, because I find often that the quality of  
3 life can be improved maybe if there is a little bit  
4 more flexibility in one way, and the atmosphere  
5 would be better here, people are in a better mood,  
6 and they are not frustrated and mad all the time.  
7 That is what often happens.

8 Thank you. I could let other people  
9 speak.

10 ALAIN DAOUST: Thank you very, very  
11 much. That is much appreciated.

12 I will now go back to Madam Françoise,  
13 please. I think your mic is on. So, Madam  
14 Françoise, I will repeat the question and then it  
15 will be to you to speak.

16 Madam Françoise, what impact has  
17 COVID-19 had on your life, and is there something  
18 that could have improved things for you and the  
19 other residents?

20 You have the floor, Madam Françoise.

21 FRANÇOISE M.: COVID, we don't like it.

22 ALAIN DAOUST: Is there something that  
23 could have been done better or improved in your  
24 opinion?

25 FRANÇOISE M.: Let us get out. We are

1 not able to go out.

2 ALAIN DAOUST: Is there anything else  
3 that you would like to share with the Commissioners  
4 from your experience or what you have seen with  
5 other people?

6 FRANÇOISE M.: No.

7 ALAIN DAOUST: Okay. Thanks.

8 I will maybe pass things over to  
9 Mr. Eugène now. Mr. Eugène, what has the impact of  
10 COVID been on your life, and is there something  
11 that could have improved things for you and other  
12 residents?

13 Excuse me, could you speak a little  
14 louder please?

15 EUGÈNE M.: The isolation, all of that.

16 INTERPRETER: The interpreter must  
17 apologize, but the sound quality is not sufficient.

18 ALAIN DAOUST: Are there things that  
19 could be improved, in your opinion?

20 EUGÈNE M.: Probably yes.

21 ALAIN DAOUST: Being stuck in your  
22 room, yes. Is there anything else that you would  
23 like to share with the Commissioners?

24 EUGÈNE M.: No, not really, no.

25 ALAIN DAOUST: Especially the fact that

1 it is -- it really feels like time is dragging on,  
2 and you are shut up in your room, and you can't go  
3 out?

4 EUGÈNE M.: Yes.

5 ALAIN DAOUST: Is there anything else  
6 that could be improved in your opinion?

7 EUGÈNE M.: To get out more.

8 ALAIN DAOUST: Being able to get out  
9 more, yes. Is there anything else you would like  
10 to add?

11 EUGÈNE M.: No, that is it for now.

12 ALAIN DAOUST: That is everything for  
13 now? Thank you. Thank you very much.

14 I will move on now to another  
15 participant, and I will ask the same question. I  
16 will move over now to Madam Denise, please. I  
17 don't know if Madam Denise can hear me?

18 DENISE P.: Yes, hello.

19 ALAIN DAOUST: I will repeat the  
20 question for you. Madam Denise, what impact has  
21 COVID-19 had on your life, and is there something  
22 that could have improved things for you or for the  
23 other residents?

24 DENISE P.: Yes, the impact is that I  
25 can't see my children. I haven't been able to see

1 them at all, at all. That is a major impact. And  
2 we can't go out at all.

3 I would like to be able to at least go  
4 out to my house one day to see my house and my  
5 memories there and come back here for supper. For  
6 supper, yes.

7 It is a big impact for me, very, very  
8 big. It is hard to take.

9 ALAIN DAOUST: Is there something that  
10 could have been improved in your opinion for you or  
11 for other residents in your care home?

12 DENISE P.: The impact for me is I hope  
13 that it is going to be over very soon.

14 ALAIN DAOUST: Are there things that  
15 could have been done differently in your opinion?

16 DENISE P.: No, not right now, no, not  
17 the way it is right now.

18 ALAIN DAOUST: Is there anything else  
19 that you would like to share with Commissioners?

20 DENISE P.: That the winter ends really  
21 quickly and that we can go outside. The virus, it  
22 ends, and we can go outside. I don't have anything  
23 else right now.

24 ALAIN DAOUST: Thank you.

25 I think that there was somebody who

1 joined us on the phone. Could we get your first  
2 name, please, the person on the phone?

3 ANGELINE HAWTHORN: Actually, we have  
4 Melissa from OARC on the phone. It is just her  
5 name is not -- so we are all good. It is not a  
6 resident.

7 ALAIN DAOUST: We are all good. Okay.  
8 Okay. So everyone has answered the  
9 first question. We'll move on to the second  
10 question then, and I'll go back to Madam Agnès,  
11 please. Can you hear me, Madam Agnès?

12 AGNÈS L.: Yes, I can hear you.

13 ALAIN DAOUST: Great. Good. I will  
14 ask you the second question.

15 In your opinion, what is the most  
16 important thing that Commissioners should know  
17 before making their recommendations to the  
18 government?

19 AGNÈS L.: I am actually thinking. I  
20 suppose they have to take into account all the  
21 individual situations. There is no long-term care  
22 home that is exactly the same as another one.

23 It is a major undertaking to have. I  
24 don't know how they'll be able to do it, but I  
25 suppose that people are used to that.

1 I think that it is trying to keep a  
2 human view of things when they are dealing with the  
3 residents, trying to maintain the humanity. That  
4 is what is hard. I don't say that they are  
5 treating us badly, but we feel like we have become  
6 like a number.

7 And just with the episode of  
8 vaccinations, we are getting them Sunday? Oh,  
9 sorry, not Sunday, another time. There is a lot  
10 of -- sometimes information is given to us too  
11 quickly or the information is not that reliable,  
12 but I don't know what it is that could be done to  
13 improve that because it is already -- if you are so  
14 dependent for so many things, you need  
15 accompaniment, services, and all that kind of  
16 thing.

17 Just the fact of the assistance here --  
18 well, the staff that are rotating and not in a  
19 normal way. They come in here, and they are not  
20 really up on things. I mean, it is too quick, and  
21 they are not able -- I don't know what  
22 Commissioners can do to ensure that people are  
23 trained better, but it is so unforeseeable. The  
24 province couldn't afford for the -- couldn't afford  
25 to set funds aside for that in case, just in case.

1                   Anyway, I can't see what they can do  
2                   apart from trying to keep this treatment of  
3                   residents on a humane, very humanitarian basis, and  
4                   I can't really see anything else.

5                   ALAIN DAOUST: Is there anything else  
6                   that you would like to suggest to the Commissioners  
7                   for them to take into account in their  
8                   recommendations?

9                   AGNÈS L.: Communications with people,  
10                  I find that is really missing, and when it is put  
11                  out, it is an absolute fact, and we have no group  
12                  that takes the responsibility to speak on our  
13                  behalf.

14                  And then it is -- when we have  
15                  something like that -- I mean, once in every  
16                  hundred years. I mean, we had to be the lucky one.  
17                  It could have waited another five years, and I  
18                  wouldn't have seen it.

19                  Anyway, I am trying to laugh about it,  
20                  but you need to sometimes. If you don't, you just  
21                  go crazy. Excuse me, that was personal.

22                  ALAIN DAOUST: It is okay. We  
23                  understand. Is there anything else that you would  
24                  like to add to that?

25                  AGNÈS L.: I don't know. There are

1 things that are personal feelings. Like when you  
2 transfer to a hospital, and then I can't come back  
3 here afterwards because the center is in lockdown,  
4 and then I can't go back to the hospital because  
5 the hospital is locked down.

6 So I was in the hospital for 40 days,  
7 and I was really receiving care for 6 days. I told  
8 myself, if I stay here too long, I'm going to get  
9 it because it was on the floor where I was, and so  
10 like I say, I don't know if the Commissioners can  
11 do anything about that.

12 But those are things that happen and  
13 that are happening right now. It just had to  
14 follow me. I don't know if there is anyone else  
15 who -- it is the social aspect really that is the  
16 worst, allowing for social activities. I think  
17 that once people get their vaccinations and, you  
18 know, have their family and their COVID tests, then  
19 they'll be all right. Then it will be possible to  
20 have more contact between people, people from --  
21 like we say, the town, like friends and family, and  
22 so you develop a circle of friends. And there  
23 should be more communication between those people,  
24 but I don't know why it can't be done.

25 Anyway, that is all I have.

1                   ALAIN DAOUST: Thank you very much for  
2 your suggestions. I know it is not always easy, so  
3 thank you for those observations.

4                   Thank you.

5                   THE COURT REPORTER: I'm sorry --

6                   ALAIN DAOUST: What is the most  
7 important thing that the Commissioners need to  
8 know --

9                   THE COURT REPORTER: Apologies for  
10 interrupting, but I just hadn't been receiving  
11 interpretation.

12                   ALAIN DAUST: So I am going to start  
13 again with you, Madam Françoise. Sorry.

14                   So, Madam Françoise, in your viewpoint,  
15 what is the most important thing that the  
16 Commissioners need to know as they consider  
17 recommendations and prior to presenting these  
18 recommendations to government?

19                   FRANÇOISE M.: I have children. I  
20 would like to see them more often. We weren't able  
21 to go out at all.

22                   INTERPRETER: The interpreter is having  
23 a very hard time understanding the speaker.

24                   ALAIN DAOUST: So in your view, you  
25 would like to go out more often, to be able to go

1 outside when it is nice out, and you would like to  
2 see your children as well, is that it?

3 FRANÇOISE M.: Yes.

4 ALAIN DAOUST: Is there something else  
5 that you would like to share with the  
6 Commissioners, suggestions that the Commissioners  
7 should consider?

8 FRANÇOISE M.: It is okay. It is okay.

9 ALAIN DAOUST: Okay. I can perhaps ask  
10 Mr. Eugène what he thinks.

11 So, Mr. Eugène, in your view, what is  
12 the most important thing that the Commissioners  
13 need to know prior to presenting the  
14 recommendations to government?

15 EUGÈNE M.: I would like to see the  
16 children.

17 ALAIN DAOUST: So if I have understood  
18 you correctly, you would like to be able to go out  
19 more often, to have fresh air, and to be able to  
20 see your close -- your loved ones, right?

21 Is there anything else that you would  
22 like to suggest to the Commissioners?

23 EUGÈNE M.: To be able to go out more  
24 often. To be able to go out more often.

25 ALAIN DAOUST: So you would like to be

1 able to go out more often, to be able to get some  
2 fresh air, yes. Especially since the beginning of  
3 the winter you have not been able to go outside,  
4 right?

5 EUGÈNE M.: Yes, exactly.

6 ALAIN DAOUST: You are always inside.

7 EUGÈNE M.: Yes.

8 ALAIN DAOUST: So you open the window  
9 and that is really the only fresh air you are  
10 getting, right?

11 EUGÈNE M.: Yes.

12 ALAIN DAOUST: Is there anything else  
13 that you would like to tell the Commissioners?

14 FRANÇOISE M.: No, that is it.

15 ALAIN DAOUST: Thank you very much.

16 Thank you for sharing that with us. I know that it  
17 is not easy, and it can be stressful sometimes, but  
18 I very much appreciate that you are here with us  
19 today.

20 So I am going to go now to Madam Denise  
21 so she is able to answer the last question.

22 So I am going to read the question to  
23 you again, Madam Denise. So in your view, what is  
24 the most important thing the Commissioners should  
25 know before they present or share their

1 recommendations to government?

2 DENISE P.: Know what the impact is,  
3 the impact with our families. We are not able to  
4 go outside. We can't see them at all, at all, at  
5 all. That is a huge impact for me to not be able  
6 to see my family once a day, once every now and  
7 then. I can't even go outside. I can't get any  
8 fresh air, not at all.

9 I will say, like the gentleman said, I  
10 hope that we will be able to -- soon be able to go  
11 outside.

12 ALAIN DAOUST: So it is really the fact  
13 that you are always indoors that is really the most  
14 of concern?

15 DENISE P.: Yes, and not be able to  
16 communicate with the others. We are always locked  
17 up.

18 ALAIN DAOUST: So you would be able to  
19 communicate more with people outside, your loved  
20 ones, your family, your children?

21 DENISE P.: Yes, absolutely.

22 ALAIN DAOUST: Is there anything else  
23 that you would like to suggest or put forward to  
24 the Commissioners?

25 DENISE P.: No, right now I don't have

1 anything to add.

2 ALAIN DAOUST: That is fine. That is  
3 fine. So for you it is really the fact that you  
4 are always indoors and to not be able to  
5 communicate as much with people outside.

6 DENISE P.: Yes, and see my family. I  
7 would so wish to be able to go home at least one  
8 day on a Sunday. I would like to be able to see  
9 all my memories, but I can't do that right now. I  
10 have to stay indoors. It is a huge impact on me  
11 and all the other patients as well.

12 ALAIN DAOUST: What kind of impact has  
13 that had on you?

14 DENISE P.: Well, a lot because we get  
15 older faster, and I don't know. I don't really  
16 know.

17 ALAIN DAOUST: That is okay. Thank you  
18 very much for having taken the time to participate  
19 in today's meeting with us. Thank you.

20 If you have something to add, you can  
21 do it, but if not, that is okay as well. It is  
22 really up to you.

23 DENISE P.: I have had the first  
24 vaccination, but I don't know when I'll receive the  
25 second dose. So the PSW says that it will the

1 first week of March.

2 ALAIN DAOUST: So the first week of  
3 March. And prior to COVID, were you able to see  
4 your family every day or often?

5 DENISE P.: Yes, yes, relatively often.  
6 So I have one of my family members that lives in  
7 London. My grandchildren came to the hospital, but  
8 I couldn't take them in my arms at all, and that is  
9 a huge impact. I see them once a year, and I  
10 wasn't able to take them in my arms.

11 ALAIN DAOUST: So you see your  
12 grandchildren once a year, and this time you  
13 weren't able to give them a hug or anything?

14 DENISE P: No, I wasn't able to take  
15 them in my arms, not at all. That was a huge  
16 impact. I can't touch. We can't touch them. That  
17 was really hard.

18 And apart from that, I don't really  
19 have anything else.

20 ALAIN DAOUST: Okay. So I want to  
21 thank you very, very much for having taken the time  
22 to speak to us, to share your experience with us.

23 Everybody was able to answer our two  
24 questions, so I want to thank you. I know that  
25 these aren't easy things to share with the members

1 of the Commission, so we very much appreciate the  
2 time that you have taken to share your experiences  
3 with us today.

4 And now I would like to ask Dr. Kitts,  
5 the Commissioner, who will close today's session.

6 COMMISSIONER JACK KITTS: Thank you,  
7 Alain. And thank you all very much. Your courage  
8 has been very helpful in meeting with us today to  
9 share your experiences.

10 You made it very clear, and I think you  
11 are all united on the fact that the isolation,  
12 confinement to your room, not getting outside, not  
13 being able to hug your grandchildren, see your  
14 family, has been very difficult, and I think, Madam  
15 Denise, you said it best when you said this  
16 pandemic and this isolation has made us get older  
17 faster. That is a tragedy.

18 So seeing this tragedy through your  
19 eyes and listening to your heartfelt messages has  
20 been really helpful in making the impact of this  
21 pandemic on you personally very, very real for us  
22 at the Commission.

23 And I promise we will do our best to  
24 submit a report that reflects your personal  
25 experiences and recommendations to government so

1 they and the general public understand why this  
2 tragedy must never happen again.

3 Your presence today has been a big help  
4 in helping us shape the report.

5 So with that, I want to thank you.  
6 Thank you very much and have a great day.

7 AGNÈS L.: Thank you.

8 DENISE P.: Thank you.

9 ALAIN DAOUST: Thank you, everyone.

10 DAWN PALIN ROKOSH: Thank you.

11 Good-bye. Thank you.

12

13 -- Adjourned at 2:51 p.m.

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1 REPORTER'S CERTIFICATE

2  
3 I, DEANA SANTEDICOLA, RPR, CRR,  
4 CSR, Certified Shorthand Reporter, certify:

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

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

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

13  
14  
15  
16 Dated this 17th day of February, 2021.

17  
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22 NEESONS, A VERITEXT COMPANY

23 PER: DEANA SANTEDICOLA, RPR, CRR, CSR

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