

April 6, 2022

Dear Residents, Family & Community Members:

Earlier this winter, Shalom Village was subject to an inspection by the Ministry of Health and Long-Term Care. We recently received the report and our Senior Leadership Team has met with our Board to review the findings and implement a thorough response. We expect the findings to become public and we wish to share them with our community directly.

Shalom Village has a long and proud history of providing opportunities for the continuity of life interests, values and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities. Our Jewish and 'ATHOME' values inform our mission and each day we seek to 'Honour our Fathers and Mothers' by providing a safe space for everyone who lives, works and visits Shalom Village.

Given that context, we are deeply troubled by some of the inspection findings. The Board of Directors of Shalom Village is undertaking a full review to investigate every single finding in the Ministry's report and to explore and identify any other areas for improvement for every Shalom Village resident, participant, family member and staff person. I want to assure you that Shalom Village fully co-operated with the Ministry inspection, and we have already taken action to address findings in the report.

We have already investigated the allegations of inappropriate contact during the application of a barrier cream and addressed the related training issue. In the other instance of inappropriate touching, Shalom Village nursing staff promptly notified police of the allegation, and we fully cooperated with their investigation. Shalom Village has no tolerance for abuse, and the PSW staff member involved was immediately removed from the home at the time in 2021. We have also instituted the recommendations from the Ministry around staff training and documentation practices and will continue consulting with them as we work through our internal reviews and efforts to improve our processes.

Some items within the report are issues that arose due to pandemic related delays and restrictions. As an example, Mask-Fit testing was delayed due to the unavailability of accredited professionals. Mask Fit Testing is a process that requires a certified individual to conduct a "fit test". During the pandemic, it has become increasingly difficult to find, hire and schedule these fit tests. We have now resolved this, and our Mask Fit Testing is underway. Most staff have received their mask fitting and we are continuing to provide this to the remaining few staff who were previously unavailable. Other items such as documentation, background checks, PPE training and screening have all been addressed to the Ministry's satisfaction.

Staffing throughout healthcare, and especially in long term care, is challenging throughout the sector. We are consistently looking at ways to improve our recruiting, onboarding, orientation, and staff retention. This is another area that our organizational review will consider and help us refine.

Shalom Village has an excellent reputation for providing exemplary care to seniors. We understand how deeply troubling these matters are, and we are committed to doing everything possible to ensure that all our residents, participants, family members, and staff, feel safe, and secure, in a warm, family care environment.

Upon completion of the organizational review, we will provide additional updates to the public and the Shalom Village Community. We thank you for your patience and support as we work through these matters. **If you have any questions regarding this matter, please feel free to contact our CEO, Ken Callaghan at Ken.Callaghan@ShalomVillage.ca or by calling 905-529-1613 X229.**

I can tell you that daily life at Shalom Village continues to be a warm and welcoming environment. Soon we will be celebrating Passover with our residents, and our non-Jewish residents will be enjoying family visits for Easter.

We look forward to seeing you, our community, arriving for visits and to once again hosting the Passover Seder with our residents.

Respectfully,



Ken Callaghan
CEO, Shalom Village



David Horwood
Chair, Shalom Village Board of Directors

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