



Government
— of —
Saskatchewan

Minister of Mental Health and Addictions, Seniors
and Rural and Remote Health

Legislative Building
Regina, Canada S4S 0B3

January 29, 2021

Mary McFadyen
Ombudsman
Ombudsman Saskatchewan
500-2103 11th Avenue
REGINA SK S4P 3Z8
Email: ombreg@ombudsman.sk.ca

Dear Ms. McFadyen:

I am writing to formally request that you undertake an investigation and report into the COVID-19 outbreak at Extendicare Parkside Special Care Home in Regina.

Extendicare Parkside is a 220 bed special care home in Regina that operates under contract between Extendicare Inc. and the Saskatchewan Health Authority. In early December 2020, a COVID-19 outbreak was declared in this facility. This outbreak resulted in over 200 infections of staff and residents, and the tragic deaths of 38 residents. To assist in addressing this challenging situation, the Saskatchewan Health Authority and Extendicare Inc. entered into a co-management agreement on December 8, 2020. This agreement continues through February 15, 2021.

As Minister Responsible for Seniors, the outbreak and subsequent impact on residents and staff is of significant concern to myself and the Government of Saskatchewan. I am requesting that you investigate and report on the circumstances surrounding the outbreak, including:

- Pre-outbreak infection prevention and control practices, pandemic planning and COVID-19 outbreak preparedness by Extendicare Parkside including the extent to which early learnings from other jurisdictions informed planning;

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- Extencicare Parkside's adherence to provincial Public Health Orders and guidance established by the Ministry of Health, the Province's Chief Medical Officer of Health and the Saskatchewan Health Authority;
- Identification of initial positive case(s) and circumstances that led to further transmission of the COVID-19 virus within the facility including but not limited to proper use of PPE and the impact of Extencicare Parkside's facility condition;
- Extencicare Parkside's initial response to the positive case(s) and immediate actions thereafter including:
 - notification of residents;
 - notification of resident supporters such as family or next of kin;
 - notification of Saskatchewan Health Authority;
 - engagement of residents' primary care providers; and,
 - implementation of infection prevention and control processes.
- The outbreak response by Extencicare Parkside up to and including the date upon which the Saskatchewan Health Authority and Extencicare Inc. entered into the co-management agreement;
- Extencicare Parkside's adherence to *The Housing and Special-care Homes Regulations* and obligations under its Principles and Services Agreement; and,
- Any other matters you deem relevant.

The Saskatchewan Health Authority, Extencicare Inc. and Ministry of Health are aware of this investigation request and are expected to fully cooperate in your investigation.

Sincerely,



Everett Hindley
Minister of Mental Health and Addictions, Seniors
and Rural and Remote Health

cc: Paul Merriman, Minister of Health
Max Hendricks, Deputy Minister, Health