

June 15, 2020

Dear Residents and Family Members of Camilla Care Community,

In follow-up to our letter to you on May 29, 2020, we are providing for you here an initial report on our assessment at Camilla as the temporary manager of the home. As you know, THP was requested by the government of Ontario to assume this role and began operating in this capacity on May 31, 2020. This report is a part of our commitment to transparency and openness as we work together to make necessary improvements at Camilla.

In preparing this report, we have drawn on observations and information from THP physicians and staff who have been deployed into Camilla. Many of these observations and information reviewed precede the last two weeks, as THP had provided support to a number of long-term care homes (LTCH) in our region, including Camilla, since April. We have included all of this information to ensure you have a full understanding of our findings, the improvements that have already been made and the required action going forward.

We have organized the report into three key themes and these will serve as a framework for all of us as we make improvements going forward. They are:

- **Safe, High Quality Care:** Ensuring the delivery of high quality care in a safe environment
- **Leadership, Staffing & Teamwork:** Improving leadership, staffing and teamwork to support a positive, high performing culture
- **Communication & Engagement:** Meaningful communication and engagement with residents, families and staff to support overall wellbeing

The health and safety of the residents of Camilla is our number one priority. Since assuming the role of temporary manager, every resident has received an in-depth medical and wellbeing assessment performed by a team of THP clinicians. Our clinical team is working to communicate directly with families to provide information about these assessments, many of you have already heard from them and others will hear in the near future.

We recognize that the process of sharing this information is important, but is a difficult step that may leave you with more questions. We will be hosting our second family Town Hall this Wednesday, June 17, 2020, to give you an opportunity to hear from us directly and ask those questions. In the meantime, and as always, please reach out to us at CamillaCareSupport@thp.ca.

Sincerely,

Michelle DiEmanuele
President & CEO

Karli Farrow
Executive Vice President, Patient Care Services &
Chief Operating Officer

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Nitin Jain, President & CEO Sienna Senior Living