



Parkstone Enhanced Care Actions Department of Health and Wellness Findings

To our valued community,

Following a lengthy investigation, the Department of Health and Wellness has released the details of its findings related to a complaint under the Protection for Persons in Care Act concerning the care of a young adult who lived at Parkstone Enhanced Care. A young adult in long term care is anyone under the age of 65 with complex healthcare needs. The Department's report is based on a situation that happened almost two years ago and contains a number of directives. The Halifax Police reported on this same case in September and found no criminal wrongdoing.

We remain sympathetic to the family on their loss and take the Department of Health and Wellness's findings seriously.

Over the past two years, we have completed a significant review of our practices and implemented a number of enhancements. Now that we have received this report, we have begun a detailed review to ensure that the actions associated with each directive are in place. As part of this process, in the coming days we will also hold meetings with residents, families and our Parkstone team to review our actions and listen to feedback and their perspective on how we can continue to improve.

We appreciate the trust that families place in us for the care of their loved ones and are committed to making life meaningful, comfortable and safe for every resident and that will never change. Circumstances such as these weigh heavily on those who choose to be caregivers in long term care settings because they feel great compassion for residents in their care.

Residents today have greater and more complex needs than ever before. In addition to the seniors we serve, we also remain focused on advocating for improved living environments and levels of care for younger people with complex healthcare needs so they can live more fulfilled lives within long term care settings, but there is more to be done. We welcome partnerships with government and community stakeholders in helping us and our sector partners meet the ever-growing needs of those in care no matter how complex they may be.

As an organization that has provided long term care for more than 30 years, Shannex supports a culture that is committed to continuous improvement. In May 2018, we introduced a Quality Improvement Plan in Wound Prevention and Management (QIP) that brought forward further improvements in areas such as reporting and management of wounds, communication with residents and families, leadership and training, technology and access to support from external experts. Information about our QIP and updates on this work are available on shannex.com.

In the near future, we will provide a comprehensive response to the Department of Health and Wellness.

A handwritten signature in blue ink, appearing to read "Jason Shannon", is positioned above the printed name and title.

Jason Shannon
President and COO