



Suite 150 - 2401 Saskatchewan Drive
Regina, Saskatchewan S4P 4H8

Tel: 306.787.6211
Toll free: 1.800.667.7180
Fax: 306.787.9090
Email: ombreg@ombudsman.sk.ca

November 27, 2014

The Honourable Dustin Duncan, M.L.A.
Minister of Health
Room 204 Legislative Building
2405 Legislative Drive
Regina, SK S4S 0B3

Dear Minister Duncan:

Re: Acceptance of Request for Independent Investigation – Santa Maria Senior Citizens Home

Thank you for your letter of November 20, 2014.

I accept your request to investigate the care being provided at the Santa Maria Senior Citizens Home. In keeping with *The Ombudsman Act, 2012*, we will investigate, on my initiative, the circumstances surrounding Margaret Warholm's care.

In recent months, we have received and are investigating complaints about the quality of care provided at other long-term care homes. Generally, the complaints have been about poor quality of care, low staff-to-resident ratios, and a lack of accountability by local, regional and provincial officials.

We will therefore assess Mrs. Warholm and her family's experiences within the broader system of care provided by the Regina Qu'Appelle Health Region and the Ministry of Health. Our goal is to determine whether there are system-wide factors contributing to her and others' negative experiences with long-term care in Saskatchewan.

I have enclosed a copy of my official notice of investigation. We will finalize our investigative plan and immediately begin conducting interviews. As is our usual practice, we will provide the Ministry, the Health Region and Santa Maria with our findings and any recommendations we are considering before issuing a final public report.

Given the public interest in this matter, we intend to make this letter and our Notice of Investigation public.

Yours truly,

A handwritten signature in black ink, appearing to read "Mary McFadyen".

Mary McFadyen
Ombudsman

Enclosure