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November 27, 2014

Max Hendricks
Deputy Minister of Health
3rd Floor, 3475 Albert Street
Regina, Saskatchewan S4S 6X6

Keith Dewar, President and Chief Executive Officer
Regina Qu'appelle Health Region
2180 23rd Avenue
Regina, Saskatchewan S4S 0A5

John Kelly, Executive Director
Santa Maria Senior Citizens Home Inc.
4215 Regina Avenue
Regina, Saskatchewan S4S 0J5

Dear Sirs:

Re: Notice of Ombudsman Investigation

In response to the Minister of Health's request to me, I hereby give you notice pursuant to subsection 23(1) of *The Ombudsman Act, 2012* that I intend to investigate the care being provided at the Santa Maria Senior Citizens Home, including the circumstances surrounding Margaret Warholm's care.

As I advised the Minister, residents of other long-term care homes have submitted complaints to my Office about poor quality of care, low staff-to-resident ratios, and a lack of accountability by local, regional and provincial officials. Therefore, our investigation will focus on Mrs. Warholm and her family's specific experiences within the context of 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.

Our investigative team will be contacting members of your staff to arrange for interviews. If you have any questions please feel free to contact me at (306) 787-6211.

Yours truly,

A handwritten signature in black ink, appearing to read "Mary McFadyen". The signature is fluid and cursive, with a checkmark-like flourish at the end.

Mary McFadyen
Ombudsman