

MINISTRY OF LONG-TERM CARE

MINISTER'S DETAILED ITINERARY

EVENT: Personal Support Worker (PSW) Roundtable

DATE/TIME: Tuesday, June 8, 2021

Sign on:
10:45 a.m. for test run; stay on until live session

Remarks/Event:
11:00 a.m. – 12:00 p.m.

LOCATION: Zoom Meeting

Link to join:
<https://zoom.us/j/96447008245?pwd=L29lK04xUIBWbTBDemk4ZEtpbEdoZz09>

PURPOSE OF THE EVENT: Minister to host roundtable discussion on the topic of PSWs and related concerns with local stakeholders.

MINISTER'S ROLE: Virtual Remarks and Q&A.

ORGANIZER'S CONTACT: Emily Gallomazzei
Events Advisor
Ministry of Long-Term Care
437-929-9191
emily.gallomazzei@ontario.ca

**OFFICIALS/
STAKEHOLDERS:**

- Dr. Merrilee Fullerton, Minister of Long-Term Care
 - Amy Fee, MPP, Kitchener South—Hespeler
 - Elaine Shantz, Chief Executive Officer, Fairview Parkwood Communities
 - James Schlegel, President and CEO, Schlegel Health Care
 - Christy Parsons, Vice President of People, Schlegel Villages
 - Miranda Ferrier, CEO and Provincial President, Ontario Personal Support Workers Association (OPSWA)
 - Veronique Boscart RN, PhD, Executive Dean for the School of Health & Life Sciences, Conestoga College
 - Brenda Cassidy, Director, Corporate Communications & Government Relations, Conestoga College
- Invited Personal Support Workers (PSWs):

- Lindsey Gecz, PSW and PERT PSW lead, The Village at University Gates
- Merry Snider, PSW, The Village of Winston Park
- Shirley Hergott, PSW and ERCC trainer, Pinehaven Nursing Home
- Jamie Kissack, PSW
- Deborah Coffin, PSW
- Rebecca King, PSW
- Morgan Wilson, PSW graduate onsite living classroom (St. Louis School)
- Alexandra Araujo, Current St Louis School living classroom student / Resident Support Aide RSA – NEW Hired PSW
- Alexandra Gillet, PSW, LTC/Retirement and Home and Community
- Tammy Cantin, St Louis School Living Classroom WCSB Representative

AUDIENCE: MO, Stakeholders, invited PSWs.

SET-UP: Event organizer (Emily Gallomazzei) will sign-on to the meeting in advance. Speakers will sign on to meeting and be let in from “waiting room” first to test audio and video.

Once the session is set to begin, the remainder of attendees in the “waiting room” will be let into the session.

Attendees can use the chat function to ask and technical/IT-related questions of the organizer (Emily Gallomazzei) throughout the session.

COVID-19 PROTOCOLS: N/A, virtual announcement.

MEDIA: Media will not be invited.

PHOTO OP: Screenshots will be taken to commemorate the session. Event will be recorded.

MO LTC STAFF: Amanda Yumbla
Director of Operations, Ministry of Long-Term Care, Office of the Honourable Merrilee Fullerton
437-228-9700
Amanda.Yumbla3@ontario.ca

Vanessa De Matteis
Communications Advisor/Press Secretary, Ministry of Long-Term Care, Office of the Honourable Merrilee Fullerton
Vanessa.DeMatteis@ontario.ca

MLTC STAFF: Emily Gallomazzei
Events Advisor
437-929-9191
emily.gallomazzei@ontario.ca

Jacob Sheldon
Communications Project Manager
416-816-5939
jacob.j.sheldon@ontario.ca

LOGISTICAL DETAILS:

Run through:

10:45 a.m.

Minister Fullerton signs in, stays on for the session. She will enter the meeting in the “waiting room” and be immediately admitted into the session. Other speakers will also be admitted as they join. Other attendees (i.e. roundtable invitees) will not be let in until the session begins.

Announcement:

11:00 a.m.

Event organizer to let in rest of the attendees in from the “meeting room” when everyone is ready.

GREETED BY:

- Amy Fee, MPP, Kitchener South—Hespeler
- Amanda Yumbala, Office of the Minister of Long-Term Care
- Vanessa De Matteis, Office of the Minister of Long-Term Care

INTRODUCED TO:

- Elaine Shantz, Chief Executive Officer, Fairview Parkwood Communities
- James Schlegel, President and CEO, Schlegel Health Care
- Christy Parsons, Vice President of People, Schlegel Villages
- Miranda Ferrier, CEO and Provincial President, Ontario Personal Support Workers Association (OPSWA)
- Veronique Boscart RN, PhD, Executive Dean for the School of Health & Life Sciences, Conestoga College
- Brenda Cassidy, Director, Corporate Communications & Government Relations, Conestoga College
- Invited PSWs

**ORDER OF
REMARKS:**

- Amy Fee, MPP, Kitchener South—Hespeler
- James Schlegel, President and CEO, Schlegel Health Care
- Elaine Shantz, Chief Executive Officer, Fairview Parkwood Communities
- Miranda Ferrier, CEO and Provincial President, Ontario Personal Support Workers Association (OPSWA)
- Dr. Merrilee Fullerton, Minister of Long-Term Care
- Amy Fee, MPP, Kitchener South—Hespeler to close and open QA session

RUNTHROUGH:

10:45 a.m. Speakers and support staff log in to test and get comfortable with the Zoom system.

- Will test cameras, audio, and discuss run through of the event
- 10:55 a.m. Attendees begin to log in to the session, and are kept waiting in the “waiting room”**
- 10:55 a.m. Speakers and support staff remain logged in to meeting**
- No other attendees will be in the meeting yet
 - Event organizer (Emily Gallomazzei) allows speakers to turn on their video
 - Event organizer to enable active speaker view, and the active speaker will have their camera on while they speak
 - Test audio/video ahead of announcement
 - Speaker will be prompted to turn video and audio when they speak, and turn video and audio off when finished speaking
- 11:00 a.m. Event organizer lets remaining attendees into the meeting and starts live transcript/captioning**
- 11:01 a.m. MPP Fee opens session, welcomes everyone to the roundtable discussion.**
- Event organizer prompts MPP Fee to turn on audio and video
 - MPP Fee turns on audio and video and begins speaking
- 11:03 a.m. Following this introduction, James Schlegel is introduced and invited to deliver remarks.**
- 11:02 a.m. James Schlegel delivers remarks**
- Event organizer prompts James Schlegel to turn on audio and video
 - James Schlegel turns on audio and video and begins speaking
- 11:04 p.m. Following James Schlegel’s remarks, invites Elaine Shantz to deliver remarks.**
- 11:05 a.m. Elaine Shantz delivers remarks**
- Event organizer prompts Elaine Shantz to turn on audio and video
 - Elaine Shantz turns on audio and video and begins speaking
- 11:07 a.m. Following Elaine Shantz’s remarks, invites Miranda Ferrier to deliver remarks.**
- 11:08 a.m. Miranda Ferrier delivers remarks**
- Event organizer prompts Miranda Ferrier to turn on audio and video
 - Miranda Ferrier turns on audio and video and begins speaking
- 11:10 a.m. Following Miranda Ferrier’s remarks, invites Minister Fullerton to deliver remarks.**
- 11:11 a.m. Minister Fullerton delivers remarks**
- Event organizer prompts Minister Fullerton to turn on audio and video

- Minister Fullerton turns on audio and video and begins speaking
- 11:16 a.m. Following Minister Fullerton's remarks, MPP Fee to open up the session for questions for Minister Fullerton.**
- 11:17 a.m. Minister takes roundtable questions**
Moderated by MPP Fee
- If needed, attendees can use the "raise hand" icon in Zoom to signal they would like to ask a question
- 12:00 p.m. Session concludes**
- Event organizer ends session

BIOGRAPHIES

James Schlegel, President and CEO, Schlegel Health Care



James is President and CEO of Schlegel Health Care which includes Schlegel Villages and Homewood Health. Schlegel Villages develops and operates continuum of care campuses for seniors across Ontario which include long-term care, retirement, assisted living, memory care and independent apartments on each site. Homewood Health provides a broad continuum of mental health and addictions services to Canadians involving education, prevention, treatment and aftercare and which includes the nationally recognized Homewood Health Centre. He is also the CEO of RBJ

Schlegel Holdings which, in addition to Schlegel Health Care, includes Schlegel Poultry and Schlegel Urban Developments.

James is a board member of the Research Institute for Aging, set up by the Schlegel family in 2005 to formalize a long standing relationship with the University of Waterloo and Conestoga College. The mission of the RIA is to enhance care and quality of life for older adults through partnerships in research, education and practice. Schlegel Villages are research and development sites for researchers, the results of which are applied within the village as well as disseminated to the broader sector. These results also inform curriculum development to enhance the training of future health care workers in Ontario.

There are many other community involvements to which James offers his personal time including serving as a board member for University of Waterloo and Turkey Farmers of Ontario.

He graduated from the Masters of Accounting program at University of Waterloo and obtained his CA designation in 1992.

Christy Parsons, Vice President of People, Schlegel Villages



Christy is the Vice President of People at Schlegel Villages responsible for fostering a workplace culture and environment where team members feel valued. Her primary focus is on team member engagement and how the ultimate team member experience can be cultivated to position Schlegel Villages as an employer of choice in senior living. She supports the human resources and labour relations

team that provide direct support to nineteen long term care and retirement communities that make up Schlegel Villages.

Christy has worked professionally with older adults for over 25 years and has gained extensive experience in both long-term care and retirement living through a number of key senior leadership roles. She previously served as an Associate Faculty member for the Recreation & Leisure Services Program at Conestoga College and Program Coordinator of a post-graduate program, Recreation Management in Working with Older Adults.

Her education background includes a diploma from Conestoga College in Recreation Leadership, a Bachelor of Adult Education degree from Brock University and the Strategic Human Resources Management Program from University of Toronto-Rotman School of Management.

Elaine Shantz, Chief Executive Officer, Fairview Parkwood Communities



Elaine Shantz is a leader in older adult living, including Long-Term Care, Retirement Living, Independent Living, Affordable Housing, Seniors Active Living Centre, as well as Home and Community care.

Elaine currently serves as the CEO of Fairview Parkwood Communities in Cambridge and Waterloo, respectively. Both are non-profit organizations. Her previous roles were in the private sector, serving as President of peopleCare Inc. and in progressive roles with Schlegel Villages and the Mennonite Savings and Credit Union (Kindred).

Elaine has a high-level vantage point as a representative and voice for Long-Term Care and Retirement Housing at several tables, including two Ontario Health Team tables (Cambridge-North Dumfries and KW4). With the advent of COVID-19, she also contributes to the Waterloo Wellington Health System Response Team and Waterloo Region Health Sector Control Group. Most recently, Elaine has been elected to the Advantage Board of Directors in addition to her work working alongside multiple community partners for the benefit of residents.

Elaine earned her MA in Leadership at the University of Guelph where she became a sessional professor, teaching a course in Retirement Senior Living.

Miranda Ferrier, CEO and Provincial President, OPSWA



Miranda Ferrier was born in the Kitchener/Waterloo region and spent her childhood in Toronto. Ferrier has worked internationally in both the US and Holland and returned to Canada in 2004. In 2006 Miranda graduated from the Mohawk College, Hamilton Campus Personal Support Worker Program and began her life's work in Ontario healthcare. Ferrier worked as a personal support worker in long-term care, home care and hospital settings until retiring from the field 8 years ago to dedicate her time fully to The Ontario Personal Support Workers Association and the Canadian Support Workers Association.

President and co-founder of both the Ontario Personal Support Workers Association and the Canadian Support Workers Association, Ferrier is the go-to expert for national and local media covering stories about front-line health care and has been called upon by governments and

Crown inquiries to provide insight and testimony to improve care to vulnerable populations. In recognition of this work, Ferrier was recognized by her alma mater Mohawk College by being bestowed the Distinguished Fellow Honorary Diploma and was nominated for the Premier Award in Ontario. Ferrier sits on many Federal and Provincial Committees with such stakeholders as Canadian Nurses Association, Canadian Medical Association and Mental Health Commission of Canada, as well as Provincially committees such as the BSO Committee and Unity Health Toronto.

Veronique Boscart RN, PhD, Executive Dean for the School of Health & Life Sciences, Conestoga College



Veronique holds the CIHR/Schlegel Industrial Chair for Colleges in Seniors Care and works with Conestoga's faculty and students and health care professionals at Schlegel Villages. Her desire to educate others about the importance of exceptional care continues to remain her priority in her newest role as the Executive Dean of the School of Health and Life Sciences at Conestoga College. Veronique is also involved at the Schlegel-University of Waterloo Research Institute for Aging (RIA) and is an Assistant Clinical Professor with the School of Nursing at McMaster University.

Veronique holds an adjunct assistant professor position at the School of Public Health and Health Systems at the University of Waterloo as well as an adjunct scientist position in Intelligent Design for Adaptation, Participation and Technology (iDAPT) at Toronto Rehabilitation Institute, University Health Network.

Veronique's research interests focus on evidence-based care in gerontology, curriculum development of gerontological education for nurses and health care professionals as well as care models for residential care settings.

Brenda Cassidy, Director, Corporate Communications & Government Relations, Conestoga College

