

**Ministry of Health/Saskatchewan Health Authority  
Response to Ombudsman’s Recommendations - August 5, 2021**

Four of the recommendations of the August 5, 2021 report, “Caring in Crisis: An investigation into the response to the COVID-19 outbreak at Extencicare Parkside” were specific to the Saskatchewan Health Authority. All recommendations have been accepted and the first steps of implementation have begun.

<b>Recommendation</b>	<b>Response</b>
<p>The Saskatchewan Health Authority immediately stop the practice of having four special-care home residents share a bedroom.</p>	<p>All four bed rooms were converted to semi-private (two beds per room) rooms by March 31, 2021 and capacity limits have been changed accordingly. The conversion from four-bed rooms to two-bed rooms is permanent.</p>
<p>The Saskatchewan Health Authority update its standard written agreement (Principles and Services Agreement) for special-care home operators without delay, and ensure all operators it enters into agreements with to provide services are required to comply with care-related policies, standards and practices, including infection prevention and control measures, that are acceptable to the Authority.</p>	<p>The SHA has been working to update the Principles and Services Agreement for several months.</p> <p>The SHA will work with its affiliated and contracted long-term care providers, and with the support of the Ministry of Health, to include the applicable ombudsman’s recommendations in an updated Principles and Services Agreement.</p>
<p>The Saskatchewan Health Authority establish and implement a detailed annual review and reporting process to ensure that all special-care homes in Saskatchewan are following all required care-related policies, standards and practices, including infection prevention and control measures, and that it publicize information about each home’s level of compliance at least annually.</p>	<p>Government will implement a new compliance review and inspection process for all long-term care facilities in 2021-22.</p> <p>Government has tasked the SHA and the Ministry of Health to work with all partners to strengthen the outbreak planning policies and processes going forward.</p>
<p>The Saskatchewan Health Authority ensure its communicable disease prevention and control management standards and practices are consistently applied in all special-care homes in Saskatchewan, including completing comprehensive infection prevention and control inspections of all special-care homes at least annually.</p>	<p>Government will implement a new compliance review and inspection process for long-term care facilities in 2021-22.</p> <p>The SHA and Ministry of Health will work with all partners to strengthen broader infection control requirements which will including outbreak response processes.</p>