

Caressant Care Woodstock Registered Staff Interview

Name: Karen Routledge

Title: Registered Nurse

Date: December 13, 2016

Interview Location: Caressant Care Woodstock

Time Started: 1034

Time Ended: 1124

Interviewer: Marian MacDonald #137

Note taker: Rhonda Kukoly #213

Thank you Karen, for meeting with us today and for agreeing to be interviewed. This interview is being audio recorded and recorded in writing.

We are currently conducting an inspection at Caressant Care Woodstock related to a critical incident reported by the home. We're here to inquire about processes in the home related to reporting and complaints, training and orientation, medication systems, and human resources practices including those related to Elizabeth Wettlaufer.

The date today is December 13, 2016. The time is 1034. I am Inspector Marian MacDonald of the Ministry of Health & LTC. Also present is my colleague, Inspector Rhonda Kukoly. We're in the Chapel room of Caressant Care in Woodstock, Ontario. Would you identify yourself for the record please?

Karen Routledge.

Questions:

- 1. Karen, can you tell us the dates you worked for Caressant Care Woodstock?*** Since 2004, I believe, no wait, wait, 2001.
- 2. What is your title and role?*** Registered Nurse. ***And do you work full time?*** Yes.
- 3. Can you tell us about the home's complaint process?*** I would investigate it, I would review the record. I would take it to management and go from there.
- 4. During your employment at the home, were you familiar with the registered nurse Elizabeth Wettlaufer?*** Yes.
- 5. In what capacity did she work?*** She was the same, she was a registered nurse.
- 6. Are you the union representative for ONA?*** I was. ***Because we have reviewed the employee file for Elizabeth and you were present for most of disciplines.***

7. **Did you ever receive or hear of any concerns from residents, families, staff or physicians regarding the performance of Elizabeth Wettlaufer?** Staff. **Can you elaborate?** A staff was approached inappropriately, sexually. And I took that to Helen. **Did you take that verbally or written?** I took that verbally. **Is that the only incident that you can recall?** I know that other staff had complaints regarding Elizabeth. It was usually work related, if you followed Bethe, in disarray, and she didn't compete any of the assessment. And I did take that in writing to Helen. Not with residents. **They weren't in pain, to your knowledge? So you brought your concerns in writing, was that on more than one occasion?** Possibly, you wound up picking up her workload. It became more than stressful. She got called into the office and it would improve for a week or 2.
8. At any time did you ever notice any changes in her behavior that were concerning? She was quite a labile person and she admitted to be bipolar. She was quite happy. So it would fluctuate? **Ya, they would fluctuate?** Were there any concerns that you're aware of with how she would. She befriended PSWs, it was more a buddy, buddy. I would notice that she would always take her breaks to be with students, she would time it. They would leave the building. I had concerns with that. She was very sexually suggestive with them. And I brought that concern to Helen. And I didn't like the response I got. **She said you're just jealous because she didn't hit on you. Is there any time that you felt the staff felt mistreated or bullied by her?** No.
9. **Other than picking up the slack, did you personally ever have any concerns regarding the performance of Elizabeth Wettlaufer?** Medication errors, and they were all reported. You have to understand that registered staff don't work directly with one another. No, you follow each other.

Another staff member had submitted notes, there was indication that was with Libby and Jill. It indicates that you were present as union rep. And then another one, this was again there was differences with the same registered staff. I recall those and I felt that it was a personality conflict between the 2 of them. So in July of 2010, there was a disciplinary warning about her poor attendance.

It must be hard for you to be a union representative and a peer and picking up her slack. I did speak to her one time and I said Bethe, you are not doing your work. As your union representative, I agree with these people. And how did she respond.

Now were you there when she received her termination? Yes. **So you are identifying that you were present for these, whether it being not doing her assessments, medications.** Or treatments.

10. **Did you ever have, receive or hear of any concerns regarding the care of or the deaths/change in condition related to the following residents and I'll name them individually:**
- **James Silcox** - No
 - **Maurice Granat** – I don't remember that one.
 - **Helen Matheson** – No, she was ill for quite some time before she actually died.

- **Gladys Millard** – Again, at any point, you could have deemed her palliative in the final months, she was bedridden and could not do anything for herself. She was bed ridden, fed, bathed.
- **Helen Young** – She was ill for weeks before she died. She was very uh, how do you say, distraught. She was not herself. **You said she was not herself and distraught, was that new, was that a concern of yours?** No, she had been like that for a while.
- **Maureen Pickering** - I don't remember her particularly. **Do you know Maureen Pickering to see her? I'll show you a picture.** I worked all areas. Oh yes, ok, I remember her. I just need to get into her progress notes. **Maureen died in March of 2014. So do you recall enough of her to tell me about her final days?** No. **That's ok.** There was some incidents with her. **Like incidents with her behaviour?** Yes. She had been transferred to hospital. So on March 22, 2014 Elizabeth Wettlaufer documented. **Marian read the progress notes from March 22, 2014.** I believe there was a medication incident report regarding that. **Marian continued to read progress notes from March 22 to 28, 2014. Do you recall now reading that?** I had concerns the day I transferred her to Woodstock emerg. But then when the report came back that she had probably had a stroke, that made sense. So the picture was that she had a stroke, not that she was overmedicated. **So you didn't have any concerns?** No, because the population. No, she was more of a psychiatric case. So other than that, you don't remember having a discussion with anybody else.
- **Mary Zurawinski** – Again, I'd have to see, what room. Helen Young I remember, Helen Matheson. That's Mary Zurawinski there. Ok, so she was on B section. What room? Mary Zurawinski, I think she was. She was in 40 bed 2 and then she moved to 27 bed 2 in September of 2011. I remember her, but I don't
- **Albina Demedeiros** - Yes, any concerns. I believe she was diabetic, she was on insulin, if I can recall.
- **Clotilde Adriano** – Again, she was on B section, so I do recall her. **Do you recall having any concerns?** I don't have all of her records. 39 bed 2. I do remember the transfer. Yes, because of her sugars. **And nothing else?** Shook head no. **We understand it was a long time ago.** It was a medication incident report I believe. Yes. Marian continued to read the progress notes. It was an incident
- **Wayne Hedges** – Wayne Hedges, down north, a younger guy was he? **Yes.** I don't recall any concerns that I had at the time. I just know he was a long term resident
- **Mike Priddle** – I remember him, he had Lou Guerrig's disease. He had Huntington's. I worked with his sister. **So nothing out of the ordinary?** No.
- **D.W.** – I know him very well. I believe he had a period where he went to the retirement home. **Do you remember any issues with him and Elizabeth?** No, **D.W.** was a very strong individual, but I don't remember them locking horns.

11. **Did you ever have, receive or hear of any concerns regarding the death of or sudden change in condition related to any other residents?**

The time is now 11:24 and we are concluding the interview. Is there anything you wish to add? No, I don't think so, other than this was just such a shock, honestly, I didn't have a clue.

We have to maintain the integrity of our inspection so this interview should not be discussed with anyone, do you understand?

Thank you very much; we appreciate you taking the time to be interviewed with us.