

Please note: The following is a summary of the investigator's conversation with the contact. It is not a statement of the contact and has not been reviewed, or approved as accurate by the contact.

NAME OF CONTACT: Helen Crombez, DON
PLACE OF WORK: Caressant Care Woodstock Nursing & Retirement Home
DATE OF CONTACT: July 30, 2014
RESPONDED TO BY: Karen Yee, Intake Investigator

INTERVIEW SUMMARY: by telephone

RE: Elizabeth Wettlaufer, Reg. # 9581737

According to Ms Crombez:

- The member worked there since 2005 on full time basis. She did not work elsewhere at the time.
- Ms Crombez was not aware of whether the member had any stressors going on in her personal life that may have affected her practice.
- There was no underlying issue or concern with the member.
- One time, a while back, the member mentioned that she was on medication for some mood related / anxiety condition. The member mentioned that she recently had her medication changed and was having difficulty adjusting to it and that was the reason for an error she did.
- The reported incidents go back to 2012. Prior to 2012, the member worked in another section and worked evening and night shifts.
- In 2012, the member started in a new section and in 2013 she started only working evening shifts.
- The member's practice became more visible when she started working only evening shifts because when she worked night shifts, the member was the only registered staff.
- Staff always complained about the member and what she did not do. For example, the member would not give suppositories or fill in paper work, leaving the next shift to complete.
- With respect to the incident about the UTI, the member did not tell the family member right away that she threw out the urine sample. Instead, the member kept telling the family member that the lab results were not back yet. The member eventually told the family member, about four to five days later, that she threw out the urine sample.

- The member was always very upfront about her errors when asked about them. The member would say that she did not mean to make an error. The member never denied the incidents; she always took ownership of them. She accepted that she made a mistake.
- The member just never changed her practice.
- There was no sustained harm to the residents involved in the incidents.
- The member can be very pleasant with residents.
- Her focus at times was more being friends with her co-workers than working.
- She was always respectful and nice but her practice never changed.