



June 3, 2020

Ms. Doris Grinspun  
Chief Executive Officer  
Registered Nurses' Association of Ontario  
158 Pearl Street, Toronto,  
Ontario, M5H 1L3

### Staffing Support for The ReKai Centres during COVID-19

Dear Doris

On behalf of The ReKai Centres, I want to express my sincere appreciation to you and the Registered Nurses' Association of Ontario (RNAO) for your strong leadership and the incredible commitment you and your team have shown during these unprecedented times of crisis.

When COVID-19 hit the ReKai Centres, we immediately suffered a significant staffing shortage. Some staff unfortunately contracted the virus, while many others were unable to continue for myriad reasons. Our first priority was the care of our residents. We needed nursing staff and fast. Lisa Levin, the CEO of AdvantAge Ontario, called me and recommended I reach out to you for help.

Thank you for calling me personally. Through the two email blitzes that your staff mounted, we were able to hire 11 'angels' - Nursing students, as RNs, RPNs and PSWs! These 'angels' were amongst the first ones to arrive providing the much-needed hands, and hearts, to help with the immediate care that our Residents needed. A week later they were joined by more 'angels' - this time from UHN.

I am pleased to report that Toronto Public Health has now declared both of the ReKai Centres homes, out of COVID outbreak. It is my fervent hope that the Nursing students who arrived in the midst of the COVID-19 outbreak elect to remain caring for our residents.

Warm Regards,

Sue Graham-Nutter  
CEO  
The ReKai Centres