

2023/12/26

St. Michael's Hospital
Patient Care Department
Email address: patientrelationsSMH@unityhealth.to
30 Bond St.,
Toronto, ON
M5B 1W8

To whom it may concern,

I am writing to you concerning, not only the email that you sent to Mr. Anthony Carr dated 2023/12/22, but also in regard to the physical meeting that we had with members of your care team. I attended that meeting with Mr. Carr and as such have first-hand knowledge of what transpired. My interest in this series of events is three-fold; as someone who knew Josephine Victoria Lonsdale Heughan personally, as a long-time friend of Anthony Carr and in a general sense of trying to assist people to have better, more productive lives in which they are treated with respect and compassion (the latter being the reason that I ran to be Mayor of Toronto in the 2023 elections and placed in the top ten in many areas of the city).

I wish to make a direct response to your comment “In light of the inappropriate and threatening behavior that you have demonstrated during your interactions with staff, we will not be providing this information to you at this time.”. This is regarding the request for information about the Porter(s) who did not show the proper respect to Mrs. Heughan's body (thereby allowing her head to "connect with the rail" when they were removing her body from the bed). Anthony Carr was in no way “threatening” to anyone at that meeting, nor after it. If your reference is to the fact that he used his cane to point in the general direction of a member of your staff (someone that he was certainly not within reach of) I made it quite clear *at that time* that he was doing no more than just indicating who he was speaking about.

As far as “inappropriate” behaviour, as Mr. Carr was obviously and understandably *very* upset by the loss of his mother, it should be expected by your experienced team that he would not sit quietly and be told how you were "sorry for [his] loss", especially seeing as your staff did the exact opposite of what was instructed of them regarding her care. This included that she be "resuscitated at all costs" and Dr. Sklar believing that he had the right to change that to DNR (Do Not Resuscitate). The mistakes they made, on or about 2023/7/23 were irreversible, and could be perceived to have been done to make sure that they no longer had responsibility to keep Josephine alive. Once she was dead, they seemed to believe that their duties ended. Further, just because Josephine Heughan had passed away, there was no reason for the Porter(s) to believe that she did not merit their respectful handling of her physical self. You have stated in your email that “Unity Health Toronto is committed to providing a safe, healthy and supportive working environment and to the prevention of workplace violence.” The handling of Anthony's mother's body, the smashing of her face against the bed rail, is clearly an act of violence.

The family does not wish to sit idly by to wait for an eventual investigation by The College of Physicians and Surgeons, but believes that it should be actively pursued. To suggest that you

"... have now completed your Patient Relations file on this matter" would appear to be somewhat premature, so please keep apprised of the process. Your part is certainly unfinished as of yet. Please indicate details on exactly what "relevant documentation" is required so that Anthony's lawyer can submit the request to Risk@unityhealth.to regarding the Porter(s) who mishandled Josephine's mortal remains.

It is interesting to note that your closing statement was "Again, we recognize this has been a very significant loss for you and offer our sincerest condolences on the your mothers passing." which appears to be a form letter response gone wrong, and is less than sincere. You might wish to have someone edit your email for spelling and grammatical errors going forward.

Thank You.

Regards,

A handwritten signature in dark ink, appearing to be 'L. B. Sanders', followed by a long horizontal line extending to the right.

L. B. Sanders
(647) 712-7283
LBSanders@Teachers.org