

DEATH BY VIOLENT INJURY

C. M. Christensen

1501 THE ARCADIA
10010 - 119 STREET
EDMONTON, ALBERTA
T5K 1Y8

February 24, 2004

Elder Advocate of Alberta
6403 - 123 Street
Edmonton, Alberta
T6H 3T3

Attention: Ms. Ruth Adria

Dear Ms. Adria,

With reference to our recent telephone conversation concerning the investigation presently being conducted into the death of 90 year old Jennie Nelson, a former resident of the Jubilee Lodge Nursing Home. I would like to submit the following information regarding the experience my family had with this facility.

The information I have dates back to August, 1994 until April, 1995 which concerns the care of my mother Mrs. Lykka Christensen. On August 26, 1994 my mother was admitted to the Jubilee Lodge Nursing Home as she was in need of supervision due to the early stages of dementia.

At the time of her admission she was 88 years old and in reasonably good health. My mother adapted quite well into the nursing home environment and everything appeared to be as good as could be expected. On November 11, 1994, approximately 2 ½ months after being admitted, she was sitting in her room in a wheel chair when a patient from another room came into my mother's room and approached my mother and punched her with great force, knocking her out of her chair onto the floor. She sustained injury to her lower body. This incident occurred about 2:30 in the afternoon.

It was not until suppertime at Jubilee one of the staff decided her injuries required medical attention and called for an ambulance. She was taken to the Royal Alexandra Hospital in the evening. I was not contacted until between 8:00 and 9:00 p.m. and informed that my mother was in the hospital. She was x-rayed and found that she had a cracked pelvis and crushed vertebra. There would be no treatment required other than bed rest and relief for the pain. The hospital discharged my mother at 2:30 am. and a transfer ambulance returned her to the Jubilee Lodge Nursing Home. I followed in my car. Upon arriving at Jubilee Lodge Nursing Home the ambulance attendants went to gain access to the building by ringing the doorbell at the rear. They could not get any response. They then attempted to contact Jubilee through the dispatcher with no response. I then went to the front door, ringing the doorbell and banging on the doors, still unable to get any response from within. After nearly 45 minutes an attendant was finally roused and opened the door. By this time my mother was extremely cold and very upset. She was finally put back into her room, at this time I left and returned home.

The following day I returned to the Jubilee and told the nursing supervisor that I was very upset and I wanted some answers as to why there was no one to answer the doorbell or phone at that hour of night. She said she would investigate and would report back to me.

Several days later I received a phone call from the supervisor and was advised that all the nurses were called to another room on the night my mother was injured as another patient required assistance, and they could not answer the phone or come to the door at that time.

This indicated to me that the Jubilee Lodge Nursing Home was operating on very short staff. I was assured by the management that this was not the case and that this accident was just unfortunate.

A second incident occurred April 27, 1995. A patient from another room entered my mother's room. My mother was lying in bed and the patient approached her in the bed, attacked her, throwing my mother out of bed on the floor, this was early afternoon. My mother was placed back into her bed and left there for some length of time.

Finally a staff member became aware that my mother was in extreme pain and distress. An ambulance was called and she was taken to the Royal Alexandra Hospital through the emergency department. After x-rays were taken it was found that she had a broken hip and required surgery. Once again, after this incident I did not receive a phone call until much later from Jubilee Lodge, after my mother was in the hospital.

My mother was taken for surgery at 6:30 p.m., at this time I returned home. At 10:00 p.m., my wife and I returned to the hospital. My mother was conscious, and in restraints. She was aware that we were with her and soon fell asleep. We then returned home. After 10 days, on May 7, 1995, I received a phone call at 4:00 a.m. from my mother's doctor that my mother had passed away.

Following my mothers death I requested the Jubilee Lodge and Nursing Home to investigate the circumstances surrounding the latest incident. The Jubilee said an investigation was done as did Capital Health. A few days later the report concluded it was an unfortunate accident and no action was required on the part of the Jubilee Lodge Nursing Home.

Upon receiving this information, I concluded there was nothing more I could do.

If you would care to talk to me about these incidents, you may call me at 780-488-5969.

Yours very truly,



Clarence M. Christensen