

Elder Advocates Of Alberta Society (1992)

Via Email – letter to follow.

February 28, 2017

The Honourable Mr. Brian Mason, Minister of Transportation,
324 Legislature Building
10800 97 Avenue, Edmonton, AB, Canada T5K 2B6

Mr. Christopher Szybbo, President & Chief Executive Officer
CBI Health Group
3300 Bloor St. West, West Tower, Suite 900
Toronto, Ontario M8X 2X2

Reference: DriveABLE Assessment – Misdiagnosis by CBI Health Group.

We are the Elder Advocates of Alberta Society, we speak in defense of the frail dependent elderly, we advocate for senior rights and seek justice for Albertans who are being unjustly treated.

In this matter, we allege that an Alberta citizen has been subjected to elder abuse.

Throughout this matter, we shall refer to Mr. KXXXXXX the victimized senior as Mr. K.

Please accept our complaint.

A. COMPLAINT

- 1) Mr. K. was referred by his physician for a DriveABLE computer based assessment to the CBI Health Group Centre, 11822 St. Albert Trail, Edmonton, AB.
- 2) Mr. K. was misclassified / misdiagnosed.
- 3) Mr. K.'s physician was informed that Mr. K. was unfit to drive.
- 4) The physician did not question the diagnosis.

B HISTORY

- 1) Without cause, Mr. K. was referred to CBI Health Group for a DriveABLE computer based assessment.
- 2) Mr. K. was made to pay 'up front' for the assessment.
- 3) Mr. K. was not warned about the possible ramifications of such testing.
- 4) The technician, who tested Mr. K., Laura Morgensen * misclassified Mr. K. as unsafe to drive.
- 5) The misdiagnosis was forwarded to Mr K.'s physician
- 6) The physician who trusted the report, instructed Mr. K. that he was to have his license revoked and would be no longer allowed to drive a car.
- 7) In December, 2016 Mr. K.'s son registered a complaint with CBI on behalf of his father. They were invited to meet with Jennifer Dunn, Director of Operations, Alberta Regional Manager – Alberta Health Services, Disability Services, CBI Health Centre office.

In a letter of response to them she stated,

"At that time, I can walk through the concerns and we can decide what the next steps will be".

That did not happen.

- 8) We have been told that at the meeting
 - a) Ms. Dunn was dismissive.
 - b) Mr. K. asked Ms. Dunn to have the money returned to him which he paid for the flawed assessment. She disregarded Mr. K. and failed to respond to the elder's question. She demonstrated disregard for father and son who then left the meeting. Nothing was resolved. There were "no next steps".
- 9) However, because of Mr. K.'s son's diligence, assistance and advocacy, Mr. K. has since taken a driving test which he passed easily.
- 10) Mr. K. has had his license to drive restored.

*

Posted on the *Elder Advocates of Alberta Society* website

"DriveABLE employee (Laura Morgensen) fails to treat clients with respect"

C Whenever and wherever we encounter and examine the protocol of senior driver testing, we find injustice, deception, a flawed, abusive process.

C.1) MISLEADING AND FALSE ASSERTIONS by DriveABLE ASSESSMENT CENTRES.

1.1) False assertions which have been published on the DriveABLE website:

“It is our goal to protect competent drivers”.

“We protect safe drivers from misidentification”.

Through award-winning university research, we’ve developed the DCAT - The DriveABLE Cognitive Assessment Tool; It’s the only cognitive assessment shown to be highly predictive of actual on-road performance”.

1.2) According to 2011 data, only 15 % pass* this test that costs the senior between \$230 - \$250.(+GST) (Ontario \$700.+ GST) & is sponsored by the private for profit DriveABLE Assessment Corporation inc.

* “BC’s computerized tests unfair to seniors.” Originally published in *Victoria Times Colonist*. – CARP Canada.

1.3) DriveABLE has never been given an award.

1.4) We have documented that the DriveABLE computer based assessment is NOT highly predictive of actual on-road performance and frequently misidentifies safe drivers.

C.2) MISLEADING AND FALSE ASSERTIONS by CBI

2.1) CBI’s Website misleading information, titled - “**DRIVING**”

“WHAT DOES OUR DRIVING ASSESSMENT ENTAIL?

Occupational Therapy Assessment:

On-road Assessment:

Feedback Session:

“We provide a three-part, three-hour assessment in which our occupational therapists

provide a comprehensive evaluation to determine the driving competence of medically-at-risk individuals.

There was no ‘feed back’ session.

The on-road assessment component fails to cite that the on- road assessment is provided by personnel of the Alberta Motor Association (AMA) for which the senior has to pay \$125. It is the AMA who provides “*recommendations based on the performance strengths and weaknesses*”.

2.2) “our programs are registered with provincial authorities and can be covered by healthcare, compensation and insurance plans.”.

The CBI site fails to record that the ‘DriveABLE assessment’ and the ‘on-road assessment’ is at senior cost.

2.3) The CBI site fails to state that CBI provides the DriveABLE assessment test.

The DriveABLE test, is sponsored by private for profit, multi-national, multi-million dollar DRIVEABLE ASSESSMENT CORPORATION INC. Every time a client is processed through DriveABLE, it is registered at the Edmonton central office & DriveABLE Assessment Corp. Inc. gets paid. CEO Henry Yip in 2005, published that the Corp. is paid \$60. for every assessment, in Canada, US, Australia, New Zealand.

They also sell software as franchises to hospitals, driving schools, etc..

DriveABLE Assessment Corp. Inc. is a product of Alberta Deal Generator, the largest investor network in Canada which represents over \$400 million in available capital. A 1M dollar investment into Edmonton-based DriveABLE Assessment Centres made by Foundation Equity Corporation in 2005, an Angel Capital group based in St. Albert, AB. is touted in 2013 by Alberta Deal Generator, one of four top lucrative investments

D In this matter, we allege **ADMINISTRATIVE UNFAIRNESS** - CBI fails to inform & advise the client

1) of the purpose of the DriveABLE testing.

2) that a low score or failure of the DriveABLE test may result in
- termination of their right to drive,
- may result in loss of livelihood

3) of their legal right to refuse the testing.

4) of the requirement for informed consent – no informed consent was

sought.

E REMEDY SOUGHT

- 1) Return of the payment which Mr. K. made to CBI for the DriveABLE assessment.
- 2) An apology provided to Mr. K. for the misdiagnosis, humiliation, inconvenience, injustice, deception and abuse that he has been subjected to.
- 3) An investigation into the matter of the flawed DriveABLE assessment protocol.
- 4) An investigation into the matter of the protocol carried out by CBI in regard to the matter of driver testing.

We would be grateful to be in receipt of your response by the 14th of March, 2017.

Thank you.

Yours most truly,

Elder Advocates of Alberta Society (1992)

Per:

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The Honourable Ms. Lori Sigurdson, Minister of Seniors, # 404 Legislature Building

Mr. John Brown, Vice President, DriveABLE Assessment Corporation