

From: David Dickson

Sent: Monday, June 5, 2023 2:36 PM

To: Office of the Premier <Premier@gov.ab.ca>; rachel.notley@albertandp.ca; Health Minister <Health.Minister@gov.ab.ca>; Drayton Valley-Devon <draytonvalley.devon@assembly.ab.ca>; Justice.Minister@gov.ab.ca; official.administrator@ahs.ca; jtkennedy@jasonkenney.com; Motz, Glen - M.P. <Glen.Motz@parl.gc.ca>; Tribunal Office, Alberta Human Rights Commission <AHRCTribunal@gov.ab.ca>; info@oag.ab.ca; AHSPatientRelationsDepartment@albertahealthservices.ca

Cc: newsonline@bellmedia.ca; newsedmonton@cbc.ca; edmonton@globalnews.ca; tips@rebelnews.com; news@reddeeradvocate.com; ombud@cbc.ca; a.kehler@thenewsforum.ca; abatra@postmedia.com; adam.miller@cbc.com; adonnelly@postmedia.com; AFurey@postmedia.com; antonyrobert@globalnews.ca; ariel.fournier@cbc.ca; ashleigh.stewart@globalnews.ca; blilley@postmedia.com; canada@wilsoncenter.org; comment@globeandmail.com; ctvottawa@ctv.ca; daniel@trialsitenews.com; dfildebrandt@westernstandardonline.com; drake.fenton@cbc.ca; dstaples@postmedia.com; editor@commonground.ca; estolte@postmedia.com; GlobalOttawa@globalnews.ca; hdaley@postmedia.com; jhood@postmedia.com; jivison@postmedia.com; jlabine@postmedia.com; justina.wheale@epochtimes.com; kcarmichael@postmedia.com; kfraser@postmedia.com; klibin@postmedia.com; lcorbella@postmedia.com; letters@edmontonjournal.com; Imagurney@postmedia.com; 'Lorrie Goldstein' <lgoldstein@postmedia.com>; mail@wilsoncenter.org; media@jordanbredated.com; mhiggins@postmedia.com; molly.thomas@bellmedia.ca; mvigliotti@postmedia.com; oped@thestar.ca; opinion@cbc.ca; piersona@hotmail.com; questions@canadastrongandfree.network; rfife@globeandmail.com; rroberts@postmedia.com; rtumilty@postmedia.com; rupasubramanyaa@gmail.com; sabrina.maddeaux@gmail.com; sam@citizen.on.ca; seek.more.info@gmail.com; skirkey@postmedia.com; submit@calgaryherald.com; sunopinion@vancouverian.com; t.allen@thenewsforum.ca; tamara@rebelnews.com; tkalinowski@lethbridgeherald.com; will@strongandfreecanada.org; press.office@bbc.co.uk

Subject: URGENT INVESTIGATION REQUIRED. Abuse in Care Homes, Refusal of Health Care to the Disabled, Alberta COVID Data manipulations (confirmed by the Health Minister) and the AHS internal systems hacks and more.

Importance: High

Premier Smith et al. I did say I would go to the press if you continued to ignore this information and requests for a response and action. Albertans are avoidably suffering and dying on your watch, as they have done since October 2022. And before that under the watch of Premier Kenney. I swore an oath in uniform to protect everyone. The uniform is gone, but the oath has not.

The emails I have sent regarding concerns about discrimination leading to ongoing suffering in Alberta continue to be ignored by your office. This includes provable lies and/or system manipulations (hacking) which appear to include the current Deena Hinshaw entries in the AHS internal Org Chart system.

Premier Smith, you have tweeted today about this being Seniors' Week. Yet you continue to ignore what is going on, as you have done since you all received detailed information and communications on Care Homes in 2020. Why is that?

Albertans deserve answers. The CEO of AHS refuses to respond other than with a link to the very document I sent to his office (that AHS, Capital Care and Ministerial staff are not following). The Health Minister confirmed the provable lies about COVID Cases and COVID Deaths before he left (along with the same HCS-267 document I also sent to him). Concerningly, since I responded to Minister Copping providing that information, the Alberta COVID data system has been effectively offline (three weeks and counting) now. We all know that no government department undertakes to manipulate such an important system days before an election (and then keep it offline 'for maintenance' afterwards). It is strange that the media in Alberta are not asking questions about this despite the continuing number of reported COVID deaths and exponential rise in All Cause mortality. The media, police, and justice were certainly concerned the last time the Health System was compromised (by a sitting MLA no less). So why are they not concerned now?

Yet, you and Official Opposition Leader Notley continue to ignore these facts.

See the below and the prior communications on these matters received by all MLA's & MP's including the Official Opposition Leader - without comment or action.

I am once more asking for an immediate meeting with you and the Chiefs of Police (as I asked for months ago). I have been invited to speak at the Chiefs and Chiefs conference on multiple occasions (including the largest one ever in 2011 that included Federal and Provincial police, and justice leaders). They all know I only deal in provable facts I could swear an oath to. Everything I have sent meets that high standard.

My resume (as filed into court in October of 2021 is here).

https://dksdata.com/Court/DavidDicksonPackage/03-Exhibit%20A-Filed_Redacted.pdf

I think it is time **everyone** heard the truth about what has and is happening in Alberta and those that are expected to protect the people, DID THEIR JOB.

Links here for reference. I have much more as you all know.

- https://dksdata.com/PatientRelations/Letter-RAH-DI_Redacted.pdf
- https://dksdata.com/PatientRelations/letter-Kaye_Redacted%20ops.pdf
- https://dksdata.com/PatientRelations/letter-PS_Redacted.pdf
- https://dksdata.com/PatientRelations/letter-RAHPhy_Redacted.pdf
- https://dksdata.com/PatientRelations/letter-kaye%20phy_Redacted.pdf
- <https://dksdata.com/PatientRelations/AlbertaCareHome5thMay2023.pdf>
- <https://dksdata.com/PatientRelations/PatientRealtionsResponsesMay92023.pdf>

See also the following correspondence to the Premier regarding associated concerns including the recent Auditor General's flawed report on the COVID response in Care Homes.

- <https://dksdata.com/Court/ToAlbertaPremierJanuary292023.pdf>
- <https://dksdata.com/Court/ToAlbertaPremierFebruary282023.pdf>
- <https://dksdata.com/Court/ToAlbertaPremierMarch072023.pdf>
- https://dksdata.com/Court/ToAlbertaPremierMarch302023_Redacted.pdf
- <https://dksdata.com/Court/ToMLA-MarkSmith.pdf>
- <https://dksdata.com/Court/CapitalCare.pdf>
- <https://dksdata.com/Court/CapitalCareandRAH-Masks.pdf>
- <https://dksdata.com/Court/CapitalCareandRAH-Maskssmall.pdf>
- <https://dksdata.com/Court/AlbertaHealthMinisterApril282023.pdf>
- https://dksdata.com/Court/ToAlbertaPremierMay262023_Redacted.pdf
- https://dksdata.com/Court/ToAlbertaPremier2023-05-31_Redacted.pdf
- <https://dksdata.com/Court/ToAlberterPremier2023-06-04.pdf> (Deena Hinshaw in the AHS org Chart)

David

David T. Dickson

Disabled Police Officer (retired - injury on duty)

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COVID 19 Information: <https://dksdata.com/COVID19>



Microsoft
Partner

"The darkest places in hell are reserved for those who maintain their neutrality in times of moral crisis."

Dante Alighieri

"So whoever knows the right thing to do and fails to do it, for him it is sin."

James 4:17

Some rules to live by:

Always do the best you can by your family.

Go to work every day.

Always speak your mind.

Never hurt anyone that doesn't deserve it.

And never take anything from the bad guys.

(Mel Gibson: Edge of Darkness 2010)



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From: David Dickson

Sent: Wednesday, May 31, 2023 12:51 PM

To: redacted@albertahealthservices.ca>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Importance: High

Good afternoon redacted,

Sorry for the delay but the wildfires and health issues continue to have their impact on me. I will be replying in more detail soon, but for now I would like to confirm that I will want to move forward with the physician concerns. Additionally, I would like the following (and attached) to be brought to the attention of the AHS CEO's office. I have been assured by the Director of the facility that she will be raising this with Capital Care management. In support of her raising these concerns internally at Capital Care, and as AHS have signed off for quite some time (passed audits on the facility) for this hypocritical behaviour, I would like it to be added to the information regarding the clear discrimination by AHS and Capital Care to disabled persons such as myself.

I wrote this after the incident yesterday.

"I have just spent over an hour on the phone (from my car in the car park) with a Capital Care Senior Manager who is still trying to excuse masking and more for all visitors to "protect" the most vulnerable.

I am mask exempt (supported by my physician and three other specialists). As such, I am barred from entering the facility (three years and counting).

My wife witnessed staff in the largest common area eating unmasked. This has been confirmed to have been happening for a VERY LONG TIME throughout COVID.

This hypocritical behaviour was supported by multiple audits from Alberta Health Services (despite this being in direct violation of their OWN policy HCS 267).

Her response when we countered this blatant inequity, was to return to relegating staff to a cafeteria (no longer accessible by residents or visitors, masked or not).

How about questioning this disparity with those higher up the food chain? If everyone had questioned this from the start, we wouldn't be in this mess.

No policy that locks down ANY individual, especially the most vulnerable who need more in-person support than anyone, is justifiable.

END OF.

Floor plan of the facility is in the comments.

Link to the reality of Life In A Care Home SINCE 2020.

<http://dksdata.com/Care>

Video below of Care Homes SINCE 2020.

<https://rumble.com/v2q46vi-saving-grandma-the-continuing-impact-of-covid-protocols-on-the-most-vulnera.html>

Floor plan of facility attached for reference.

<https://dksdata.com/CareHomes/CCD.jpg>

Many thanks for your continued support.

David

David T. Dickson

Disabled Police Officer (retired - injury on duty)

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COVID 19 Information: <https://dksdata.com/COVID19>



"The darkest places in hell are reserved for those who maintain their neutrality in times of moral crisis."

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From: redacted >

Sent: Tuesday, May 16, 2023 4:37 PM

To: David Dickson <david.dickson@dksdata.com>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Good Afternoon David,

Thank you for your email, I can continue to work with you on the physician concerns, the masking policy/directive issues unfortunately are beyond the purview of Patient Relations Department as Patient Relations have no control over the development or amendments to the masking policy or have access to the level of leadership involved in the creation of them, I have forwarded your last email to the CEO's office.

Kind regards

redacted

From: David Dickson <david.dickson@dksdata.com>

Sent: Wednesday, May 10, 2023 7:20 PM

To: redacted@albertahealthservices.ca>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Hi redacted,

I will draft something to address all of this and get back to you. I know you are doing your best. The responses I am getting seem to be very disconnected from my replies, questions and the reality of what is actually happening.

I am tired of receiving the same links to documents I have sent them (which I appear to understand better than all of them). And the Director from the CEO's office doesn't even seem to know that the last update was March 13th, 2023, not March 6th, 2023 (which was the previous change).

Thanks again.

David

David T. Dickson

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Consulting C.I.O.

Management/Legal Consultant

Privacy and Cybersecurity Expert.

Email: david.dickson@dksdata.com



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From: redacted@albertahealthservices.ca>

Sent: Wednesday, May 10, 2023 11:53 AM

To: David Dickson <david.dickson@dksdata.com>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Hi David,

Thank you for your email, I do see how upsetting and frustrating this is for you and I am doing my best to facilitate the Patient Concerns Resolution Process, I did forward your complete unedited communication to the department leadership for each of your concerns, I also reviewed each one and highlighted your questions. The next step in our process is to escalate to the Zone Medical Director (ZMD) regarding the 2 physician responses, Please send me your specific questions about the physicians to be addressed by the ZMD and I will forward them to him for further review.

I received an email yesterday from the Director, Office of the President and CEO who provided the statement below to share with you which represents AHS current position on this topic.

Effective March 6, 2023, AHS workers who are in areas with no direct contact with patients or patient items (i.e., corporate settings, health records departments, clinical sites vacant or not yet commissioned) may choose to wear a mask, but are no longer required to continuously mask for COVID-19.

Continuous masking requirements continue to apply in clinical areas where patients receive care, that are diagnostic (laboratory services, imaging areas), therapeutic (inpatient wards, outpatient clinics), or preventive services.

For more information and specific guidance, please refer to the [Masking Directive](#) and [FAQ](#).

AHS continues to recommend masking and respects the choice to voluntarily wear a mask in all areas, and for patients to ask their healthcare provider to wear a mask during patient interactions. Staying home while ill, frequent and proper hand hygiene and staying up to date with all routine immunizations remain critically important for reducing transmission of respiratory illnesses to those most at risk of severe outcomes.

Healthcare workers should assess each patient interaction using the [Infection Prevention and Control Risk Assessment](#) to determine whether additional personal protective equipment (PPE), such as eye protection, gown and gloves, is required. Appropriate types of masks and PPE will continue to be available in all settings for patients, families, visitors and healthcare workers.

AHS is committed to providing a safe and healthy environment and continues to actively re-evaluate the use of continuous masking in all areas. We will continue to engage with our workforce and stakeholders and take a data-driven measured approach to future guidance.

In addition, AHS continues to monitor the system impact of the respiratory illness season and the approaches taken by other healthcare providers and jurisdictions to masking in the workplace.

We are currently reviewing evidence within the clinical setting to help determine the next steps and potential updates to the directive in the future. For your reference, we have included the link to the most recent AHS update on continuous masking <https://www.albertahealthservices.ca/acm/page18334.aspx#masking>.

Kind regards
redacted

From: David Dickson <david.dickson@dksdata.com>
Sent: Tuesday, May 9, 2023 4:23 PM
To: redacted@albertahealthservices.ca>
Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Hi redacted,

I have to say I get even more disappointed and frustrated with each response. Can I confirm that my complete unedited communication was shared with the people who responded? I am concerned that the questions don't always align with what I responded or said.

And the response that I 'leave my life to the roll of a dice' when deciding if I should call an ambulance or got to a hospital is terrifying.

I really am struggling to understand how these responses continue to fail to acknowledge the wording of **HCS-267**.
"CANNOT OR WILL NOT".

It seems clear that as regards the physicians, this now needs to go to the College of Physicians and Surgeons as formal complaints. The continued lies and deflections are untenable. I WAS BOOKED AS DR. REDATED'S PATIENT FOR AN IN PERSON VISIT. I didn't request that. His booking clerk did. And the dismissal of Dr. Redated's complaint is nothing less than surreal. Dr Redated states *"The reasons for this consult to Dr. Redated were not entirely clear"*, but he is sure there was no discrimination. Dr. Redated was not involved until AFTER the refusal to see me. It was the ATOP process that created the referral. And the reason for the ATOP referral had nothing to do with my previous interactions with Dr. Redated. I have not seen Dr. Redated in well over three years.

And lastly, I thought the 'stickers' were bad. Now we get put in our own 'cattle cars' (isolation rooms) - FOR ANY 'infectious conditions'. I note that the RAH have expanded beyond COVID to manage those they consider 'unclean' for not being able to wear a mask.

As regards the Care Home issues, please share the attached story with your manager (and anyone you feel may benefit from it).

<https://dksdata.com/Care.html#GuiltigGrandma>

Sorry if this sounds grumpy, but I am at a loss as to these responses which clearly have no intent of addressing the basic premise that AHS staff are not even reading the Directive (HCS-267), let alone following it. What is even more distressing is the fact that the piece in question HAS NOT CHANGED IN THE DIRECTIVE SINCE **August 2020 (see attached)**.

<https://extranet.ahsnet.ca/teams/policydocuments/1/clp-ahs-use-of-masks-hcs-267.pdf>

Section 5.2 a), 8.5 a), 8.5 b) - (Changed to 8.5 b on March 13th, 2023)

<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-how-to-support-mask-wearing.pdf>.

"No patient shall be denied service in AHS because they cannot or will not wear a mask."

- *No patient shall be denied service in AHS because they cannot or will not wear a mask.*

I will respond formally to these letters soon. I am glad to see at least that the Protective Services group are taking this more seriously. Sadly, not in all locations from what I have heard (as I am sure you are aware from complaints in Calgary and Grand Prairie).

Lastly, I do require an answer from the CEO on all the items raised. These are clear indications of discrimination for 'optics' and put all of the other responses in a very different light than the authors are trying to present.

Disabled Police Officer (retired - injury on duty)

David T. Dickson

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From: redacted@albertahealthservices.ca>

Sent: Tuesday, May 9, 2023 2:39 PM

To: David Dickson <david.dickson@dksdata.com>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Good afternoon David,

Thank you for your email, I am so sorry to hear you are experiencing worsening health and also difficulties with the care home and I do empathize with the difficulties you have faced, I have reached out to the Director of Continuing Care who informed me that CapitalCare has to follow the AHS policy around masking just like all Continuing Care operators and she can't change AHS policy/directives and this also applies to the level of leadership that I have access to.

I have attached the responses regarding your further questions, please note the response for the KAYE clinic physician concern incorporates the clinical operational response in question # 5. I did let [redacted] know you had enquired regarding the concern which she is managing. I discussed your concern with my manager with regards to you not being able to attend hospital or call an ambulance, this would be managed as a case by case basis by the health care providers at the time and is not within my scope to preempt a concern.

I will forward your previous email to the CEO's office.

Kind regards

redacted

From: David Dickson <david.dickson@dksdata.com>

Sent: Tuesday, May 9, 2023 8:34 AM

To: redacted@albertahealthservices.ca>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Importance: High

Morning redacted,

Any updates you and/or redacted can share? The Care Home is getting worse and so is my health. Having issues with my eyesight and escalating headaches now due to the sarcoidosis. It's been a rough weekend.

Thanks,

David

David T. Dickson

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From redacted[@albertahealthservices.ca](mailto:redacted@albertahealthservices.ca)>

Sent: Tuesday, May 2, 2023 3:57 PM

To: David Dickson <david.dickson@dksdata.com>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Hi David,

I wanted to let you know I have acknowledged your email, I have received 3 further responses that I am currently preparing to send to you, I am planning to discuss your ongoing concerns with my manager so we can ascertain what would be the appropriate way forward for you. redacted is away this week, I will ask her to follow up with you on her return.

Kind regards
redacted

From: David Dickson <david.dickson@dksdata.com>
Sent: Friday, April 28, 2023 7:52 PM
To: redacted@albertahealthservices.ca>
Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking
Importance: High

Afternoon redacted,

I wanted to follow up on this complaint. I have heard nothing back but I am still not able to get into my mother in law's Care Home at Capital Care (or safely attend hospital or call an ambulance).
To make matters worse, I continue to see the virtue signalling photo opportunities at Capital Care and AHS facilities contrary to HCS 267. This is a clear case of discrimination which must be addressed immediately.

In addition to the items outlined in the previous letter, please find attached more examples of the double standards brazenly posted on the AHS, Edmonton Police and Capital Care Facebook pages in the last few weeks. There are many more examples.

For over 3 years now, I have been unable to enter my mother in law's care home (a Capital Care facility) because I **cannot** wear a mask (or a face shield) due to multiple medical conditions. And yet AHS, EPS and Capital Care continue to show how there are rules for some but not for others. This is and never was about safety.

What is even more concerning is that Capital Care appear to have realised their error in posting images of children mixing with Care Home residents in the shared area (against HCS-267 and Capital Care directives) as they have removed that post. Luckily for AHS and Capital Care, I managed to obtain a copy for reference.

See the attached PDF for forwarding to the CEO of AHS for an immediate response.

I am also still awaiting a response from the other matter your colleagues was dealing with. She never provided her direct contact details to me though.

Thanks,

David
Disabled Police Officer (retired - injury on duty)

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From: David Dickson

Sent: Wednesday, April 12, 2023 8:47 AM

To: redacted@albertahealthservices.ca>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Thanks redacted.

I am not holding my breath but I do appreciate what you are doing to help. Even SK and BC have dropped masking now and yet we still discriminate even beyond the Directives.

David

David T. Dickson

C.E.O. DKS DATA (www.dksdata.com)

Consulting C.I.O.

Management/Legal Consultant

Privacy and Cybersecurity Expert.

Email: david.dickson@dksdata.com



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From: redacted@albertahealthservices.ca>
Sent: Tuesday, April 11, 2023 2:49 PM
To: David Dickson <david.dickson@dksdata.com>
Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Hi David,

I hope you are keeping well, I wanted to let you know that I forwarded your concern to the Director for AHS Continuing Care, who advised this goes above what Continuing Care and Capital Care leadership have control over, I have since forwarded to the AHS CEO office for review.

Kind regards
Redacted

From: David Dickson <david.dickson@dksdata.com>
Sent: Monday, April 3, 2023 11:01 AM
To: redacted@albertahealthservices.ca>
Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Thanks redacted.

David

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From redacted@albertahealthservices.ca>
Sent: Monday, April 3, 2023 10:55 AM
To: David Dickson <david.dickson@dksdata.com>
Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Hi David,

My apologies, you are correct it is AHS. Intake will forward to me or redacted when processed.

Kind regards
redacted

From: David Dickson <david.dickson@dksdata.com>
Sent: Monday, April 3, 2023 10:19 AM

To: redacted@albertahealthservices.ca>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Many thanks redacted.

I will wait for that. However, I am a bit confused about that as it was an AHS building (managed by Capital Care) and Capital Care is a wholly owned subsidiary of AHS. The Site Director (Redacted) at Capital Care Dickensfield provided the AHS Patient Relations contact details in her letter, not Covenant Health which would be 1.877.295.6344 - Patient.Relations@CovenantHealth.ca.

Alberta Health Services – Patient Relations Department

Phone: 1-855-550-2555

Fax: 1-877-871-4340

Mail: c/o Patient Relations – 10030 – 107 Street, NW Edmonton, AB. T5J 3E4

I wonder if I should let Redacted know she is providing inaccurate information?

Thanks,

David

From: redacted [@albertahealthservices.ca](mailto:redacted@albertahealthservices.ca)>

Sent: Monday, April 3, 2023 9:45 AM

To: David Dickson <david.dickson@dksdata.com>

Subject: RE: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Hi David,

Thank you for your email, Capital Care falls under Covenant Health they manage their own concerns, Intake staff would have sent the concern to a Covenant Health Patient Concerns Consultant and you should receive a call from their Patient Relations Department.

If you do not hear back from them within the next week let me know and I will follow up.

Kind regards

Redacted

From: David Dickson <david.dickson@dksdata.com>

Sent: Saturday, April 1, 2023 12:18 PM

To: redacted@albertahealthservices.ca>

Subject: FW: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Importance: High

Caution - This email came from an external address and may contain unsafe content. Ensure you trust this sender before opening attachments or clicking any links in this message

I have sent this to the general Patient Relations email but I did not get a confirmation back so I want to make sure it has been received as a complaint.

Thanks,

David

From: David Dickson

Sent: Friday, March 31, 2023 5:53 PM

To: AHS Patient Relations Department <AHSPatientRelationsDepartment@albertahealthservices.ca>; info@capitalcare.net; Office of the Premier <Premier@gov.ab.ca>

Cc: rachel.notley@albertandp.ca

Subject: Complaint regarding Capital Care, AHS and the Health Minister - Masking

Importance: High

A note for Premier Danielle Smith and Leader of the Official Opposition, Rachel Notley.

Please add this to the ongoing letters you have received to date with an expectation of an immediate follow up.

This is and always was a serious safety risk in the mismanagement of COVID and ongoing AHS policies and protocols in which both parties are culpable.

As per the site director for Capital Care Dickinsfield where my mother-in-law resides;

“Concerns and questions regarding AHS directives can be submitted to the AHS Patients relations email”

“Please direct questions about the Gene Zwozdesky center to our corporate office.”

The intent of this communication is for an immediate in person meeting with senior staff (above the Capital Care site director) from Capital Care, OH&S, AHS and the Health Minister to address these concerns once and for all. We would welcome the media's presence at such a meeting.

As per the below and attached, please consider this a formal complaint against AHS and Capital Care. We require an urgent meeting and explanation as regards the clear discrimination against myself and my family for over three years now. Note that these concerns impact ALL ALBERTANS and residents and staff of Care Homes in particular.

I am a medically retired police officer (injury on duty) with a medical exemption from wearing a face mask (or face shield). Due to my inability to wear a mask, I have been refused access to Capital Care Dickinsfield for over three years and counting. Capital Care Dickinsfield has been the primary home for my mother-in-law for over a decade. To complicate matters further and making access at all times imperative, I am also her medical proxy, responsible for her healthcare decisions. From the very start of COVID, we have attempted to negotiate my access to the Care Home without success despite pointing out the many breaches in policies and care that have occurred. After what we saw today, we can no longer continue to be dismissed at the center level.

According to the latest communications from Alberta Health attached (internal) and HCS-267 (AHS Continuous Masking Directive), no persons are allowed to be in an AHS/Capital Health facility in an open area at any time without wearing an approved mask covering the face, nose, mouth and chin.

This morning, to my horror, I saw a post from Capital Care of a photo opportunity with images and video for the new AHS/Capital Care Norwood facility - built during COVID (2020-2023), while residents were locked in their rooms. (see <https://dksdata.com/Care.html>).

As per the site director for Capital Care Dickinsfield where my mother-in-law resides;

“The current directive allows visitors to briefly remove their mask while distanced from others, to provide care or communicate with their loved one in their room. Masks must always be worn in shared and public spaces in AHS settings and facilities.”

It is clear from the Norwood opening that the rules on masking are not for the safety of the residents but are purely for compliance and theatre. How is it that a resident of Norwood of similar age and health to my mother-in-law is seen surrounded by unmasked “VIP’s” throughout this show? It is bad enough that an elderly soul was wheeled out in freezing temperatures to give a speech OUTSIDE (approached numerous times by unmasked persons). However, the ongoing unmasked entourage of dignitaries parading around the building including the Health Minister, senior Capital Care Staff, media and other guests with at least one ‘at risk’ Care Home resident is despicable hypocrisy.

See:

- <https://www.facebook.com/photo?fbid=747560423814397&set=pcb.747560470481059>
- <https://www.facebook.com/photo/?fbid=747560420481064&set=pcb.747560470481059>
- <https://www.facebook.com/photo/?fbid=747560417147731&set=pcb.747560470481059>
- <https://www.facebook.com/photo/?fbid=747560427147730&set=pcb.747560470481059>
- <https://fb.watch/jCloprXVNX/>
- <https://www.youtube.com/live/8BLcw7osnhk>
- <https://www.youtube.com/live/8BLcw7osnhk?feature=share&t=1347>

As explained above, we have made numerous (unresolved) complaints to Capital Care about the clear discrimination in LTC which denies me access to my mother-in-law, all of which have fallen on deaf ears. Dickinsfield is one facility that has continually transferred visibly sick and tested positive for COVID patients from hospitals into rooms on non outbreak units (and even into shared rooms with a resident who was not sick or tested positive on my mother-in law’s unit). This has resulted in manufactured isolations (and cases) and endangerment of residents not at risk before these transfers (under an AHS policy specifically designed for this purpose across all Care Homes). In addition, in the past six months, there have been multiple staff members in the care home who were visibly sick but allowed to work with residents as long as they hid behind a mask (as per the increasingly disturbing AHS policies). When challenged about the COVID transfers in 2021, the Health Minister’s office responded that they “would not knowingly do this”, despite AHS having a written policy to that effect!

One stark example of the unsupportable masking directive at AHS and Capital Care relates to a care home worker directly outside my mother-in-law’s room, actively symptomatic with a respiratory virus for over 2 months. And yet, healthy, I am refused access. In fact, not just myself, but also my grandchildren (3 and 8 years old) are also denied access unless they wear a mask. How would a three year old wear an AHS adult mask (which is the requirement placed on us by the Care Home director and AHS)? We are expected to follow the instruction in the video that has been included in the AHS Mask Directive since early 2020.

These are screenshots from a video (see section 7.1b of: <https://extranet.ahsnet.ca/teams/policydocuments/1/clp-ahs-use-of-masks-hcs-267.pdf>) that was (and still is) linked to the AHS official Mask Directive (HCS-267) demonstrating how to improperly modify and force an adult mask on a child 2 years and up. A direct link to the video is here: <https://youtu.be/OaDKF5HK5hU>). How anyone can think this is appropriate and why Alberta OH&S hasn’t addressed this by now is beyond me. As a retired police officer from the UK, I arrested and prosecuted people for less abusive behaviour to children in my career. This is categoric abuse, a blatant breach of Health Canada and Alberta OH&S guidelines and regulations, and also the manufacturer’s instructions on safe use. (see <https://dksdata.com/MASKS>).



In regards to further impacts on my inability to access the Care Home, I have had no choice but to call upon the services of my mother-in-law's 80 year old partner. He kindly offered, in the absence of any other choice, to assist me in bringing my mother-in-law in and out of the Care Home. This was required for me to take her to medical appointments when my wife was unavailable. He was willing to do this because he wears a mask (even though he has a health condition which makes wearing the mask dangerous). Despite the risk to himself, he wears the mask. Still, he has been repeatedly attacked by senior staff at Dickinsfield, and threatened to be banned from all Capital Care facilities. This was for the 'crime' of 'not wearing the mask **properly**' even in my mother-in-law's own private room when assisting her with her care needs as per HCS-267. I am not sure AHS should be providing 'expert' masking advice based on their selection of video at s7.1b of HCS-267. Ironically, that most recent attack was co-ordinated and attended by a plethora of unrelated admin and staff from other floors who stood together to watch an elderly man be humiliated. All this occurred while these staff members breached the AHS IPC protocols for distancing and gathered in an area they had no businesses being in, just to spectate. The only person who showed any compassion and real understanding was the embarrassed security guard called to oversee this despicable bullying attack on an 80 year old in front of his bewildered global aphasic 79 year old resident partner. Is the zero tolerance for bullying only a one way street at Capital Care and AHS?

Masks are mandatory, or else at Capital Care. And yet, it is acceptable for the Health Minister and other dignitaries from Capital Care to walk around unmasked with a Capital Care resident in an AHS/Capital Care facility for nothing more than a glorified photo op. Do COVID and other ILI's avoid media events and new buildings? If so, maybe that was the way to keep residents safe during COVID, not locking them up alone which was the true cause of so many deaths as shown by the continuing spike in excess deaths in the Province.

<https://www150.statcan.gc.ca/n1/daily-quotidien/221208/dq221208f-cansim-eng.htm>



Statistics
Canada

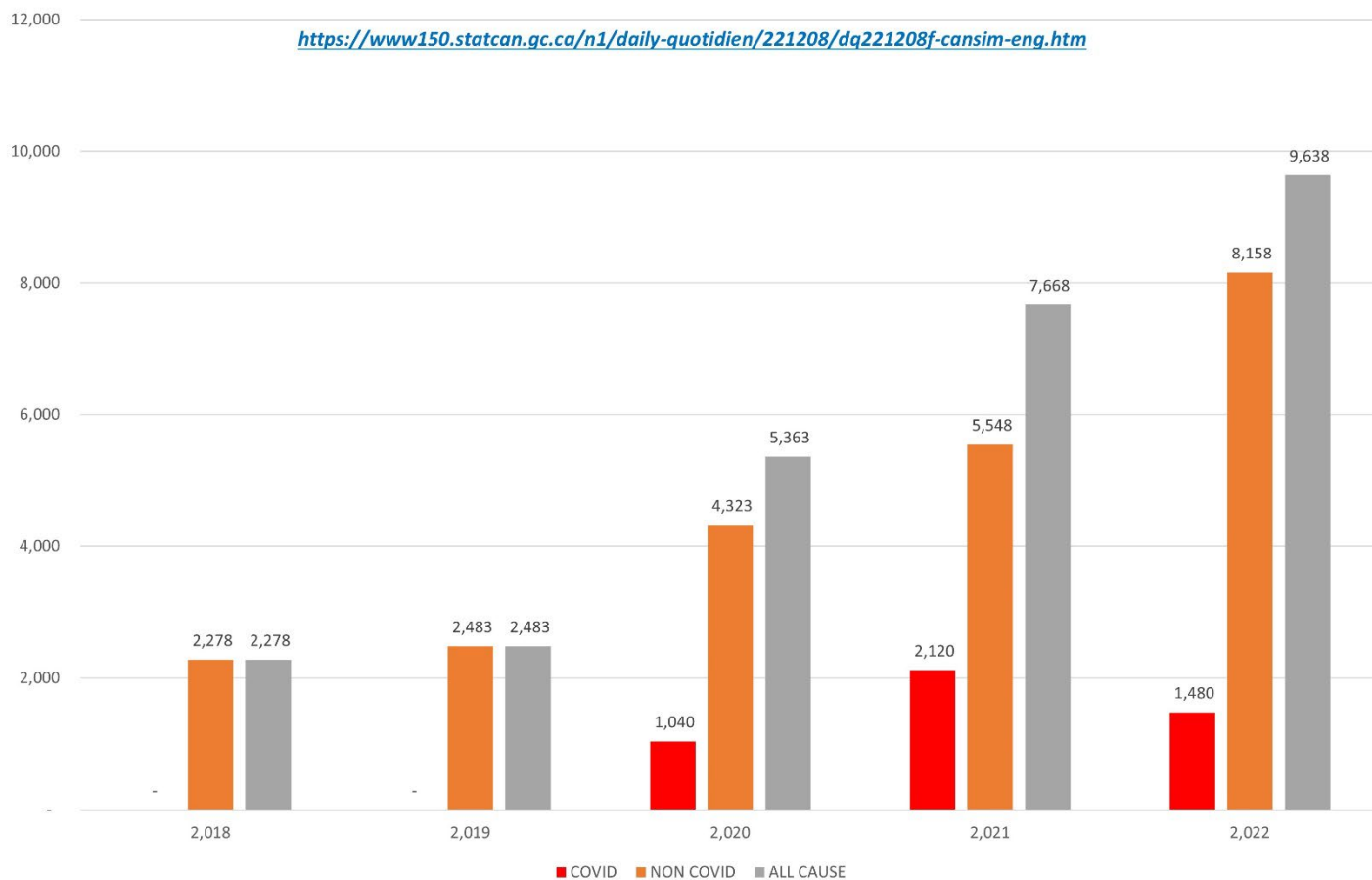
Statistique
Canada

Alberta Excess Deaths (Over 10 Year Average (2010-2019))

As of March 13, 2023



<https://www150.statcan.gc.ca/n1/daily-quotidien/221208/dq221208f-cansim-eng.htm>



The letter attached ("*image2023-01-05-152524_Redacted.pdf*") specifically related to staff not removing their masks when communication was an issue. The complaint which this responds to was triggered after my mother-in-law was given T3's (containing an opioid metabolising ingredient 'codeine') by a staff member. A breakdown in communication was created by the staff member not being allowed to remove her mask (by order of the site director, contrary to AHS directive HCS-267) despite the masks causing ongoing and clear care risks. The actual issue was resolved the next day by my wife removing her mask and asking her mum about the concern. Her mum confirmed she had not been in pain which resulted in the discovery that her mum was just trying to communicate that her new nightdress was missing. This med error, a reportable incident, was directly caused by the AHS/Capital Care policy (and its improper application), yet nothing happened when it was reported. In fact, the response (from the site director) was to double down with another mask that not only fails to meet Health Canada safety and regulatory requirements, but also fails to address the actual issue. In addition, none of the staff dealing with my mother-in-law have ever worn such a mask.

In response to our concerns regarding the avoidable med error, the Site Director stated:

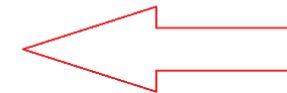
"As the directive allows, we have provided staff with an alternate window mask approved by AHS, to be used when there are challenges communicating with residents when wearing the standard masks."



I refer to this mask (a sample of which was provided to my wife). You will note that AHS modified their document regarding this particular mask (after our complaint) to confirm it was not a certified mask and, as such, CANNOT be used in the Care Home setting under the current Directives and Canadian health regulations.

Options and Adaptations for Healthcare Providers to Address Patient Communication Challenges in Acute Care, Ambulatory Care and Community Settings

**THIS IS AGAINST
HEALTH CANADA
REGULATIONS.**

**AHS NOW ADMITTING
THESE MASKS
ARE NOT CERTIFIED!!!**



Created: 2022-10-14 11:03:02 AM Modified: 2022-10-14 11:49:55 AM	
Mask Procedure with Window ASTM Level 2 MFTW-25-M2	 <ul style="list-style-type: none"> • Available from inventory • ASTM Level 1 rated for fluid but passes filtration rates of level 2/3 • Tried by speech language and audiology departments at one sites with positive results • For ordering, contact your local site services staff. Ordering numbers will vary by zone/area
Created: 2023-02-22 3:08:12 PM Modified: 2023-02-28 2:02:35 PM	
Mask procedure with window	 <ul style="list-style-type: none"> • Available from inventory • Tried by speech language and audiology departments at one site with positive results • For ordering, contact your local site services staff. Ordering numbers will vary by zone/area

<https://dksdata.com/MASKS>

The above med error is not an isolated incident when it comes to the impacts of the AHS/Capital Care masking policy. Physician visits frequently require my attendance to make medical decisions. However, my wife has to act as my proxy onsite (without a mask as she only needs to wear the mask to get to my mother-in-law's room). Once there she becomes the conduit to relay information between my mothers-in-law's masked physician, my mother-in-law (and myself over the phone) while I sit in my car in the car park. Note that the doctor, like the staff, will not remove his mask due to the directions of the site director. How is this safe, efficient or even resembling care? Recently, I identified a contraindication with my mother-in-law's medication only because I saw her outside the facility. This can be confirmed by my mothers-in-law's physician. As time goes on, seeing her outside the facility will become more difficult for her. What happens if or when she becomes palliative or as has happened, she falls ill and is confined to her bed? I am not even allowed through the doors to speak to a security guard under the newly minted HCS-267 (March 13th, 2023) that **only** adds an exemption for the admin and executives at AHS while expanding the areas where continuous masking is enforced. I cover this logical fallacy in a recent article entitled "*I am smart enough to know...*" see: <https://dksdata.com/Articles/COVArticles/Article8.html> where I address the comment "*I'm educated enough to know that I could be asymptomatic and still give you the virus.*"

Explain to me why the chosen few are allowed to walk around at any time unmasked contrary their own view on asymptomatic spread?

Note that there have been ongoing challenges with communication with residents in the last three years as a result of the continuous masking policy, that are not supported by any current or historical scientific data. My mother-in-law has global aphasia resulting in major cognitive impairment, has both hearing and sight loss, and relies heavy on close personal contact, facial cues and lip reading day in day out. Her medical and personal care needs are common to many in LTC. Residents have suffered beyond words because of the isolating nature of the continuous masking policy. A significant number who are bed bound have not seen a human face since early 2020. Continuous masking poses a safety risk when communication fails on so many levels for residents. My wife has also been told endlessly by the staff that they are physically and emotionally fatigued by the continuous masking policy, struggling to adequately provide quality resident care. Due to senior management messaging at the site, staff cannot remove their masks despite being fully aware of the issues this policy is causing with residents such as my mother-in-law. They have been threatened with

immediate dismissal if they are seen removing their mask for any reason, even when doing so to comply with the AHS Directive.

Maybe the unmasked Health Minister Jason Copping, one of the Capital Care/AHS senior dignitaries or invited guests could come and speak to my mother-in-law next time we have a communication issue.

I look forward to a prompt response and resolution to the ongoing irrational behaviour related to masking - all for the sake of '**optics**' as outlined in the July 4th, 2022 Alberta Scientific Advisory Group (SAG) report.

Little to no evidence to support mask use!

*"The evidence identified in this review cannot definitively show specific effect of continuous masking which started at the same time as multiple protective measures healthcare settings, and **the level of evidence is not strong.**"*

HARMS

"...however, continuous masking may have some unwanted physical, emotional, and communication effects as well as environmental, and financial implications that should be considered."

"Continuous masking could have physical impacts on individuals as well as nonphysical impacts on inter-personal communication and the emotional elements of patient care..."

VIRTUE SIGNALLING.

*"the **optics** of a universal mask policy are also important..."*

<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-sag-continuous-masking-policies.pdf>

Please cross reference this with the other ongoing complaints regarding the active discrimination by AHS/Capital Health toward my mother-in-law and myself.

- https://dksdata.com/PatientRelations/Letter-RAH-DI_Redacted.pdf
- https://dksdata.com/PatientRelations/letter-Kaye_Redacted%20ops.pdf
- https://dksdata.com/PatientRelations/letter-PS_Redacted.pdf
- https://dksdata.com/PatientRelations/letter-RAHPhy_Redacted.pdf
- https://dksdata.com/PatientRelations/letter-kaye%20phy_Redacted.pdf

See also the following correspondence to the Premier regarding associated concerns including the recent Auditor General's flawed report on the COVID response in Care Homes.

- <https://dksdata.com/Court/ToAlbertaPremierJanuary292023.pdf>
- <https://dksdata.com/Court/ToAlbertaPremierFebruary282023.pdf>
- <https://dksdata.com/Court/ToAlbertaPremierMarch072023.pdf>
- https://dksdata.com/Court/ToAlbertaPremierMarch302023_Redacted.pdf
- <https://dksdata.com/Court/ToMLA-MarkSmith.pdf>

David

David T. Dickson

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Consulting C.I.O.

Management/Legal Consultant

Privacy and Cybersecurity Expert.

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Fax: 780-987 3907

Email: david.dickson@dksdata.com



Microsoft
Partner

"The darkest places in hell are reserved for those who maintain their neutrality in times of moral crisis."

Dante Alighieri

"So whoever knows the right thing to do and fails to do it, for him it is sin."

James 4:17

Some rules to live by:

Always do the best you can by your family.

Go to work every day.

Always speak your mind.

Never hurt anyone that doesn't deserve it.

And never take anything from the bad guys.

(Mel Gibson: Edge of Darkness 2010)



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From: [redacted]

Sent: Thursday, March 30, 2023 5:06 PM

To: David.dickson@dksdata.com

Subject: Response to March 28 email

Hello,

I am sending you this email in response to your mail to [redacted], Care Manager on March 28.

Regarding your concern about the 3D staffing on the evening of March 27, I have confirmation that the unit was fully staffed at the start of the evening shift. One HCA was needed on another unit for part of the evening.

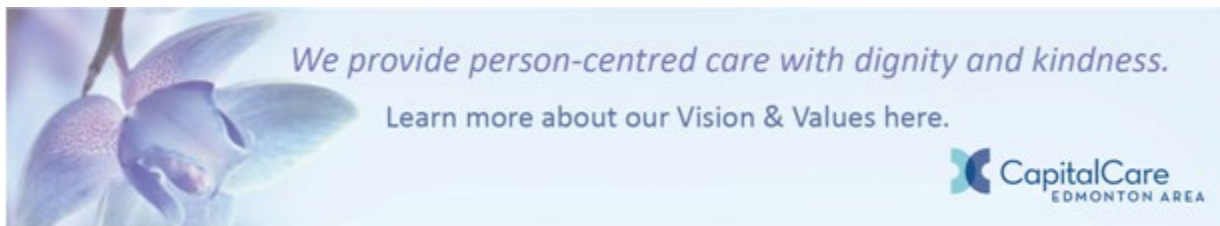
We make every effort to replace all scheduled shifts in the center, however, there are times that we cannot cover all vacant shifts. In these cases, we have staffing contingency plans to ensure resident care needs are met. This may include sharing staff based on resident needs and staffing levels in other areas of the center. This is only done when we have made every effort to replace shifts by scheduling staff that are available and able to pick up the shift.

Please direct questions about the Gene Zwozdesky center to our corporate office.

Thank you,

[redacted]

[\[redacted\]](#), Site Director, [\[redacted\]](#)



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