

TO: Matt Lamb
Executive Director

RE: Ersilia De Marco
Died on Monday, 16 March 2020-03-27
Secure Unit – West Park LTC

After spending 2 months at Toronto Rehab. Inst. on University Ave. my mom returned to the Secure Unit effectively in Palliative Care. At the time I was not sure that this care could be facilitated at West Park but decided to see how things progressed.

When she returned to her room I could tell that there was a certain level of comfort in her surroundings, which made me happy. Dr. Derkach immediately took her case (at my request) and Svitlana began implementing palliative care protocol. Different measures were taken, as needed, to ensure the most comfort possible in her condition. Dr. Derkach reviewed her medication often to ensure that the best possible treatment was given and Svitlana ordered things like an air mattress which made her more comfortable. She would often explain things to me so that I had a better understanding of what was happening. She would often check her positioning in the bed and change it to make her more comfortable. I stayed with mom night and day for 5 days and so had a very good understanding of the care given. The staff were amazing, making sure that her needs were met and also my needs. I could never thank them enough. They showed kindness and compassion to both of us and I know that deep down mom felt that too.

In my opinion, other than at home, palliative care can be provided successfully in LTC if you have loving and compassionate staff and some family involvement. I am very grateful to all the staff that helped us along this difficult journey.

Yours truly,



Sandra Vocella
(Ersilia De Marco's daughter)

TO: All the staff in the Secure Unit

There are no words to thank you all enough for the kindness and compassion you showed my mom during her stay in the "Secure Unit". Most especially during her time in palliative care. You are all a very special group of people, working with very high needs patients, under sometimes very difficult conditions. I was always blown away by your love and kindness towards these poor souls. There was always a very positive and loving atmosphere in the unit, even if something was going on that needed to be addressed. It always made me feel better that my mom was being taken care of, by all of you, in this way.

During the time that my mom was at the end of her journey I stayed with her night and day and was humbled by how many of you offered your help and support, even the kitchen staff giving me food and drink. It made my very sad and stressful time so much easier. Having both Dr. Derkach and Svitlana, with their experience in this field, visiting our room often, always with words of support and comfort was wonderful.

I will miss the residence I got to know over time and the nursing staff and PSWs who always greeted me, every time I came, with a smile. I thank God for people like you who look after the many needs of these poor souls.

I will keep you all in my prayers always. Please remember my mom in your prayers.

With so much gratitude,

Sandra Vocella
(Ersilia De Marco's daughter)

c.c. Matt Lamb – Executive Director ✓
Vannett Hamilton – Director of care