

**Statement from Humber River Hospital**  
**RE: CCTV footage of David Pontone**

Every patient at Humber River Hospital deserves compassionate, professional and respectful care from our staff. These values are instilled in our staff through ongoing health equity training because the well-being of patients is our number one priority. We were deeply troubled when we learned of Mr. Pontone's experience in our emergency department in April of 2018. Involved staff were dealt with accordingly through Human Resources and professional practice processes. We are proud of our record for patient satisfaction and health outcomes but we can always do better, and we will, to ensure that Humber River Hospital remains a safe and trusted place to receive healthcare.

Joe Gorman  
Director of Communications