



*Tabled by the Minister  
of Health and Community  
Services*  
Government of Newfoundland and Labrador  
Department of Health and Community Services  
Office of the Minister  
*K. Hawley George*  
*November 14, 2024*  
COR-2024-198404

March 21, 2024

Denise Hanrahan  
Auditor General  
Office of the Auditor General  
[DeniseHanrahan@oag.nl.ca](mailto:DeniseHanrahan@oag.nl.ca)

Dear Ms. Hanrahan:

As you are likely aware, there has been significant media attention recently surrounding the use of agency nurses in Newfoundland and Labrador. At this time, I am writing to provide you with an overview of the actions taken and information received by the Department of Health and Community Services to date, and to bring the matter to your attention.

The Globe and Mail published an [article](#) on February 16, 2024 dealing, in part, with Newfoundland and Labrador Health Services' (NLHS) contract with Canadian Health labs, as well as the administration of contracts for agency nurses.

On February 20, 2024, the Deputy Minister of Health and Community Services wrote to the Chief Executive Officer of NLHS seeking information and clarity on issues raised in the article (enclosed). The response received from NLHS on February 23, 2024 is also enclosed. Following a review of the initial information provided by NLHS, I wrote Julie Moore, Comptroller General, on February 26, 2024 asking her office to review the documentation and internal processes in place to ensure that payments made to nursing agencies were compliant with contractual terms and conditions (enclosed).

This past Friday, March 15, 2024, I received correspondence from Yvette Coffey, President of the Registered Nurses' Union of Newfoundland and Labrador, alleging that NLHS managers may be purchasing and/or renting homes to internationally educated nurses and private agencies for their own personal benefit (enclosed). As the Minister responsible for oversight of the **Provincial Health Authority Act** and NLHS' budget, I wrote NLHS' Board Chair and Chief Executive Officer with pointed questions related to these allegations and await a response (enclosed).

While the Department of Health and Community Services is acting to follow-up and refer these matters appropriately as they arise, given the nature and gravity of the issues being raised, as well as their continued evolution, I take this opportunity to raise for your consideration.

Trusting the foregoing and enclosed to be satisfactory, please do not hesitate to reach out

to myself or Department officials through Deputy Minister, John McGrath, if anything further can be provided.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tom Osborne', written in a cursive style.

**HONOURABLE TOM OSBORNE, MHA**  
Minister of Health and Community Services  
District of Waterford Valley

Cc. John McGrath, Deputy Minister