



April 13, 2020

To Our Thrive Group Friends and Family Members

I hope that everyone got some down time and managed to arrange some virtual visiting with your family and friends over the long weekend.

I am sure that many of you have heard the tragic stories that have occurred in some retirement and long term care homes across Canada this past week. Our hearts go out to those residents and family members who have experienced these deplorable conditions.

I feel I need to write to you at this time to reassure you that we, at Thrive Group, have always made, and will continue to make the care and well-being of our residents, clients and staff our top priority. During these challenging times we are strong in our commitment to ensuring the health and safety of your loved ones. Across all our Thrive Group organizations, we are truly fortunate to have strong teams of front line staff and leaders dedicated to providing exceptional care and support to your loved ones.

Despite the challenges, our staff continue to come to work each and every day. To date we continue to have good staffing levels at all of our sites. Our staff understand how difficult it is for you to be separated from your loved ones and have been very creative in how they can keep you connected. We want to reassure you that we will continue to look for creative ways of using technology such as Face-time and Zoom so that you can see and talk to your loved ones. Through these virtual visits you will be able to see your loved ones and find assurance that they are healthy, happy and well cared for.

I have the utmost confidence in our staff and I know that they are providing exceptional care to all our residents and clients at this time. I am honoured that you have placed your trust in us and I sincerely appreciate your on-going patience and support.

I ask that you continue to reach out to our respective homes and contacts should you have any questions or concerns. We will continue to keep you informed through our Thrive Group website at www.thrivegroup.ca

We will get through this together. Please take care and stay healthy!

Steve Sherrer
CEO