



April 15, 2020

To All Our Thrive Group Family Members,

I wanted to take this opportunity to provide you with an update regarding the COVID-19 virus. As many of you will know, the federal and provincial governments have made some announcements over the past couple of days with respect to new precautionary measures for long-term care homes. Our Pandemic Committee has reviewed the new directives provided to date and we are pleased to report that the majority of these measures were already in place at St. Peter's Residence at Chedoke, Idlewyld Manor, AbleLiving and Capability Support Services.

In an effort to be fully transparent, I want to share with you some of the challenges we are facing at this time. Earlier this week, we advised family members/POAs of residents at **Idlewyld Manor** that, in collaboration with Public Health, we declared a Respiratory Outbreak at the home. Family members of residents who were experiencing any signs or symptoms of a respiratory infection or colds were contacted directly by our nursing team. Public Health has since tested these residents to try to determine if we are in fact dealing with a virus and has informed us that it is **not** COVID-19. We want to reassure you that residents experiencing these respiratory symptoms were placed in isolation at the onset and staff have been wearing the appropriate protective equipment to protect the residents and themselves from virus transmission. We are committed to continuing to be fully transparent with you and sharing information as it becomes available. It is important to note that at this time, we continue to have no confirmed cases of COVID-19 at any of our sites.

I recognize that hearing about any type of outbreak creates fear and anxiety. Please know that our staff has significant experience working with seasonal outbreaks and has executed precautionary measures that are in keeping with our past successful approaches and which are grounded in evidence based best practices. Please also know that I am very proud of our skilled and compassionate staff who have diligently worked and supported residents in an exemplary way throughout this pandemic. I have every confidence in our staff and want to reassure you that they remain steadfast in their commitment to doing everything humanly possible to keep our residents, clients and each other safe and healthy.

As ever, I am thankful for your patience and understanding during this challenging time. If you have any questions, please feel free to reach out to your contacts at the homes. We will continue to keep you posted of any significant changes through our Thrive Group website at www.thrivegroup.ca

Take care and stay healthy.

Steve Sherrer
CEO