



April 23, 2020

To All our Family Members, Staff, Residents, Clients and Wider Community

Thank you for letting me know you are finding these updates helpful. I am committed to continuing to provide you with these regular Thrive Group COVID-19 updates for as long as necessary.

We continue to receive new directives from the provincial government and Public Health to protect and maintain the safety and well-being of our clients, residents and staff. Our Pandemic Planning Committee is proud to inform you that many directives from the government were put in place prior to being announced. However, we know that we are not immune to this virus and we need to remain vigilant, reviewing and updating our practices continuously to ensure that we stay ahead of the spread of this virus. Today I am pleased to report that we continue to have no active COVID-19 cases at any of our 17 sites.

We are so proud of our courageous and compassionate staff who have worked tirelessly to make our clients and residents their number one priority. Our front line staff are the heroes. These dedicated individuals are committed to their work, continue to make sound judgements, and execute best practices to support the emotional, physical, mental and spiritual needs of our clients and residents. They are led by a robust team of dedicated leaders who are willing to roll up their sleeves and go above and beyond their call to duty to make sure everyone remains safe and healthy.

We recognize that there is a lot of media attention at present about different circumstances emerging across the province and nation and we want to assure you that your loved ones will always be our number one priority. I ask that you continue to reach out to our staff to connect with your family members by using our virtual approaches to communication such as FaceTime and Zoom. I am so impressed by how the broader community has embraced physical distancing, using more virtual communication and implementing other precautionary measures to help slow the spread of this virus. We know these are challenging times and we continue to thank you for your on-going patience, understanding and support. We know that this period of isolation is key to our collective success in combatting this virus. We will get through this.

Once again, I want to assure you that I am committed to providing you with any significant updates through our Thrive Group website at [www.thrivegroup.ca](http://www.thrivegroup.ca)

Please take care, stay healthy and stay home.

Steve Sherrer  
CEO