



**November 15, 2020**

Dear Residents and Family Members,

We are happy to continue to provide you with updates relating to the COVID-19 virus. We also want to stress that the well-being, health and safety of our clients, residents, staff and loved ones continues to be our main priority.

As you are aware, we have been working closely with the Hamilton Public Health office over the past eight months to monitor and test residents, clients and staff who have exhibited a variety of the symptoms through our screening process to determine if they were COVID-19 positive. Earlier this week, we conducted our bi-weekly staff testing across our two long-term care homes. Our test results of these 500+ staff are starting to come in and we expect to have them all by early next week.

Unfortunately, earlier today, we learned that one of our staff at St. Peter's Residence at Chedoke has tested positive for COVID-19, placing the home in an outbreak situation. The staff who tested positive is asymptomatic and was practicing all required precautionary measures including use of PPE and distancing practices and is self-isolating and following the directives of Public Health. Anyone who has been in contact with this staff will be notified and we are working with Public Health to support contact tracing.

As you are also aware, having one single positive staff case meets the criteria to put the home into an outbreak situation. Yesterday we received further direction from our local Public Health Unit regarding further restrictions to absences and visits. The Medical Officer in Hamilton, in collaboration with other local community partners is supporting this change and encouraging strict adherence to the current directives in place in addition to the following:

**All short-term resident absences, aside from those for essential medical reasons, and all visitors, except for one essential caregiver to be designated by the resident/family, are to cease immediately.**

This means that general visitors are no longer permitted at the site, one essential caregiver per resident may visit the home adhering to all screening protocols and attest to a negative COVID-19 swab in the past 14 days. While on site, essential caregivers will only visit residents in their rooms and must not visit any other residents and must wear all required PPE in accordance with directives. Unfortunately, caregivers are not able to take their loved one outside for the duration of the outbreak. Loved ones of residents of gravely ill or palliative residents will be permitted to visit adhering to visitor guidelines.

We want to reassure you that our staff is extremely experienced in managing respiratory illnesses and that we are following all directions from the Ministry of Health and our local Public Health

unit to ensure every possible step is being taken to manage the current situation. We have rigorous infection management practices and processes in place throughout the home.

At this time, we have no further COVID-19 cases to report with respect to the outbreak at Idlewyld Manor.

I also want to reassure you that our other 15 congregate living and supportive housing sites remain COVID-19 free.

I want to acknowledge the courage and unwavering devotion of our staff in the provision of quality care to our clients and residents. Thank you for your continued patience and understanding during this difficult time. Please be assured that we are continuing to make decisions in the best interests of our clients, residents and staff to make sure that their health and safety remain our highest priority. We will continue to update you regarding any new developments. Once again, thank you for being so supportive through these tough days. Much appreciated.

Stay healthy and safe.

A handwritten signature in blue ink that reads "Steve Sherrer".

Steve Sherrer  
CEO