



November 6, 2020

Hello everyone,

As you are aware, the well-being, health and safety of our clients, residents, staff and loved ones are the top priority at the Thrive Group of organizations. As you are also 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. We also test all staff at our long-term care homes on a bi-weekly basis. Until today, all test results have come back negative. Unfortunately, earlier today, we learned that one of our staff at Idlewyld Manor has tested positive for COVID-19 placing the home in an outbreak situation. Anyone who has been in contact with this staff will be notified today or tomorrow and we are working with Public Health to determine next steps. The staff who tested positive was practicing all required precautionary measures while in the home including use of PPE, masking and distancing practices and is self-isolating and following the directives of Public Health. In addition, earlier this week, we implemented the use of face shields across our long-term care and congregate living sites.

Having one single positive staff case meets the criteria to put the home into an outbreak situation. Therefore, we are required to implement ministry directives and our visiting policy while the home is in outbreak. 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 while we are in outbreak. Any short stay and/or temporary absences must now stop with the exception of outings for medical appointments only. Loved ones of residents of gravely ill or palliative residents will be permitted to visit adhering to visitor guidelines. Visitors to Idlewyld Manor on or after November 6, 2020, can no longer visit any long-term care homes until the outbreak is declared over. Please refer the Visitor Policy on the Thrive Group website for further information.

We once again 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. I want to reassure you that all our other long-term care, congregate living and supportive housing sites remain COVID-19 free.

Thank you for your understanding and support 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. As we receive further information from Public Health, we will let you know.

Stay healthy and safe.



Steve Sherrer
CEO