



November 9, 2020

Dear Staff, Residents and Family Members,

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 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. Over the past several months, we have been pleased to inform you that test results have come back negative.

In my latest communication, I informed you that we have one staff at Idlewyld Manor who tested positive for COVID-19 late last week resulting in one of the units at the home being placed in an outbreak situation. All residents of this unit were placed in isolation and the staff member is at home isolating. Staff and residents of this unit were all tested for COVID-19. This morning, we learned that one of our residents in an adjacent unit at Idlewyld Manor has tested positive for COVID-19. Accordingly, all residents of this unit have been placed in isolation and are being tested. Family of the affected resident has been contacted directly. We are in the process of making personal calls to family members of all our residents to inform them of this outbreak situation and provide reassurance regarding their loved ones.

Having one single positive case meets the criteria to put the home into an outbreak situation. 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 to stop the further spread of the virus. This includes providing support to the staff who have provided care to the resident, and ensuring that we are following all recommendations to ensure their health and safety at this time.

We are still awaiting further results of staff and residents testing at Idlewyld Manor. We will provide more information as it becomes available. I am pleased to inform you that we have no other confirmed cases of COVID-19 at any of our other long-term care, congregate living or supportive housing sites at this time.

We are fortunate that all necessary Personal Protective Equipment (PPE) and precautionary measures have been in place since the onset of the pandemic in order to ensure the safety of residents and staff. Active screening continues to be happening at all of our sites and we have enhanced infection prevention and control measures in place. We have increased surveillance, implemented physical distancing practices and introduced enhanced source control (universal masking and universal face shields) as well as other prevention measures as directed by Public Health. In addition, we have a very active Pandemic Working Group that is meeting regularly to

assess, evaluate and implement approaches that will ensure we continue to do everything possible to protect the safety, health and well-being of our clients, residents and staff.

At this time, we 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 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.

Stay healthy and safe.

A handwritten signature in blue ink that reads "Steve Sherrer". The signature is fluid and cursive, with a long horizontal stroke at the end.

Steve Sherrer
CEO