



April 13, 2020

Over the long weekend we are sure you have heard many heartbreaking reports of how seniors and vulnerable individuals living in congregate settings continue to be at the highest risk of contracting the COVID-19 virus. You have probably seen some of the horrific news coverage regarding sub-standard conditions some of these residents have been exposed to. We know how upsetting these stories are, and want to reassure you that the Thrive Group of organizations continue to make the safety of our residents, clients and staff our top priority.

We continue to restrict access to all our facilities to only the most essential staff and have rigorous screening procedures in place for anyone entering our long-term care homes, in-home care programs, and congregate living facilities. We continue to screen all staff, residents and clients twice a day for signs and symptoms of COVID-19. Our staff have their temperature taken upon commencing and ending each shift. All staff are required to wear masks while providing care to our clients and residents, and where further precautionary measures are required they are provided with the necessary Personal Protective Equipment to keep our residents, clients, themselves and each other safe and healthy. We have been very fortunate to date that we have had no COVID cases and our focus is to remain so as long as possible.

In addition to these precautionary measures we also:

- Meet as a Pandemic Committee each day to review Public Health and Ministry of Health updates, receive updates on what is happening at our respective sites and execute new best practices as appropriate
- Require our staff, residents and clients to practice physical distancing where ever possible
- Have rigorous cleaning and sanitizing procedures in place
- Practice regular hand washing for staff, residents and clients
- Restrict care packages to reduce the risk of virus transmission
- Regularly monitor and adjust staffing levels to ensure quality care remains a top priority
- Require our staff to go for testing if they are identifying any signs or symptoms of COVID-19
- Ensure our residents and clients are tested for any signs or symptoms of COVID-19
- Remain informed and implement all directives from the Ministry of Health and Public Health
- Consult with our associations and healthcare experts on a daily basis

We are truly fortunate to have some of the most skilled, dedicated and compassionate staff I have ever had the pleasure to serve with. Whether working on the front-line providing direct care to our residents and clients, or working on our laundry, housekeeping, maintenance, dietary or administrative teams, our staff care deeply about the residents and clients they serve. Despite the current challenges, these committed, courageous and compassionate individuals turn up each day to provide the best care and service possible to our residents and clients. They have put in place creative ways of keeping your loved ones physically and mentally healthy, engaged and connected with you. I encourage you to check out our Facebook page for some of these heartwarming stories and words of gratitude and hope. We are also using technology to provide you with virtual visits and to reassure you that your loved ones are safe, healthy and well cared for. If you have any questions or concerns, please do not hesitate to reach out to our staff for reassurance. We are here for you and we will make it through this together!

Thank you for your continued support, trust and understanding.

With continuing gratitude,

Steve Sherrer
CEO