



September 10, 2020

To all our residents, clients, family members and staff,

As Ontario continues the slow and cautious process of re-opening businesses, schools, and public spaces we are pleased to let you know that we have received further direction from the Ministry of Health about how we too can continue to re-open our doors to our family members and friends. This is long-awaited and very welcome news for us all.

Over the past two days, our teams across all Thrive Group locations have been working together to revise our Visitor Policy, guidelines, and procedures in order to meet the most recent Directives from the Ministry and to get this information to you as soon as possible. Some of these changes mean that our residents and clients can now have two designated essential caregivers as well as having other scheduled visits with friends and family members. We have also revised our screening information and infection control education for visitors.

Our primary focus remains to protect the health, safety and well-being of our residents, clients, staff, and visitors. Therefore, the precautionary measures we have all become accustomed to over the past six months such as masking, visitor screening, physical distancing and hand hygiene, will remain in place across all locations.

I would like to take this opportunity to thank all of our staff once again for their tireless dedication to our residents, clients, families, and each other. Because of their vigilance and commitment to the provision of excellent care, we remain COVID-free at all our LTC and Community sites.

I would also like to extend my gratitude to you, our residents, clients, family members and friends, for your on-going patience and understanding as we put these new regulations in place. As we continue to navigate these uncertain waters, your trust and support are truly appreciated.

You can review our revised Visitor Policy for essential caregivers and visitors, along with precautionary measures and related information on our website at www.thrivegroup.ca. This information will be updated regularly as directives change. If you need further information or have any questions, please do not hesitate to reach out to the leaders and staff at your respective locations.

Please continue to stay safe and healthy,

Steve Sherrer

CEO