



September 27, 2020

Dear 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 seven 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. Until today, all test results have come back negative. 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. 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 including use of PPE and distancing practices and is self-isolating and following the directives of Public Health.

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 for the duration of the 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 St. Peter's on or after September 27th, can no longer visit any other long-term care homes until the outbreak is declared over. Please refer the Visitor Policy on the Thrive Group website for further information.

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

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. As we receive further information from Public Health, we will let you know.

Stay healthy and safe.



Steve Sherrer
CEO