

[SW1]  
May 11, 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 weeks 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 weeks, all test results have come back negative.

In my latest communications, I informed you that, as part of the Ministry's surveillance testing directive, we were in the process of testing all of our residents and staff at Idlewyld Manor to determine if any staff or residents are asymptomatic. This screening is a proactive strategy to identify people who might be contagious with COVID-19 but go unrecognized.

On Sunday evening, we learned that one of our residents at Idlewyld Manor has tested positive for COVID-19 placing the home in an outbreak situation. The individual is not showing any signs or symptoms and is in good spirits. Family members of the affected residents have been contacted directly. The individual diagnosed with COVID-19 has been isolated to her room and is being cared for one on one by an experienced staff, with no exposure to other residents or staff in other home areas. In addition, 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 resident testing at Idlewyld Manor and St. Peter's. 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 for several weeks in order to ensure the safety of residents and staff. Active screening continues to be happening at all of our sites and we have had enhanced infection prevention and control measures in place for some time. We have increased surveillance, implemented physical distancing practices and introduced source control (universal masking) as well as other prevention measures as directed by Public Health. In addition, we have a very active Pandemic Working Group that is meeting daily 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.



Steve Sherrer  
CEO