

Resident/Client/Family Memorandum

Hi Everyone,

It has been an eventful few days as the COVID-19 situation continues to evolve both across the globe as well as closer to home. The Thrive Group Pandemic Working Group is monitoring closely the situation in Ontario and particularly in the cities where we have sites, and are taking direction from the Ministry of Health and Public Health Authorities.

In order to get messages to you as quickly as possible regarding updates and changes to precautionary measures, our team is using our call-out systems. As well as using call-out systems, we are also using our website to provide updates and links to other relevant internet sites. Our website address is www.thrivegroup.ca.

Over the last few days our organizations have put into place the following precautions:

1. Active Screening for all staff, contractors and professional services.
2. We have restricted general visiting. Exceptions will be made for visits with very ill or near end of life clients or residents, and ONLY upon permission by the Executive Director or Administrator or their designate. We understand this may be difficult for you and your loved ones. However, we hope you will understand that our top priority must be to ensure your health and safety, and the health and safety of your loved ones.
3. Large group programs have been discontinued.
4. Tours have been stopped at all our sites.
5. Volunteers have been restricted from the sites.
6. Extra focus on hand hygiene of clients/residents prior to meals.

In addition to that, our nation has put into place some significant measures to prevent the spread of COVID-19:

1. The Public Health Agency of Canada is recommending that travelers avoid all non-essential travel outside Canada.
2. Anyone currently outside of Canada and returning are being asked to self-isolate for 14 days.
3. Although the Federal Government has not yet banned large events, they are recommending that event planners conduct a risk assessment for public events of over 250 people such as sporting events, conferences, concerts, etc.
4. Closures of all schools from March 14 through to April 5, 2020.
5. People are being asked to practice social distancing to decrease transmissions.

Staff and Individuals Returning from Travel

Public Health Authorities are advising anyone that has travelled outside of Canada to **“self-isolate” at home for 14 days upon their return**. This includes staying at home, avoiding public transportation, limiting visitors to your home, avoiding contact with others, keeping a 2m distance from people, covering your coughs and sneezes and **WASHING YOUR HANDS** often! If symptoms develop, please contact Telehealth at 1-866-797-0000.

Social Distancing is a practice to slow down the transmissions of an infection so that there isn't a big spike in cases. If there is a large spike in cases of COVID-19, hospitals and intensive care units will not be able to support all of the people that fall ill at the same time.

We encourage everyone out in our communities to consider the following practices:



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DO'S AND DONT'S of Social Distancing

DO NOT:

- Group Gatherings
- Sleepovers
- Playdates
- Concerts
- Theatre Outings
- Athletic Events
- Crowded Retail Stores
- The Gym
- Visitors in your House
- Mass Transit Systems
- Non-Essential Travel

DO:

- Get Takeout or Delivery from a Local Restaurant
- Pick up Medications
- Play Tennis in the Park
- Essential Travel

GO:

- Take a Walk
- Go For a Hike
- Yard Work
- Clean out a Closet
- Read a Good Book
- Cook a Meal
- Family Game Night
- Go for a Drive
- Group Video Chats
- Stream a Favourite Show
- Check on an Elderly Neighbour

We are grateful for your patience with us during this challenging time so that we can ensure your health and safety as well as the health and safety of other clients, residents, family members and staff. We are proud of how our staff are handling the situation. We have had the opportunity to visit some of our sites over the weekend to talk to staff and to get some feedback on how things are going at the



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respective sites. We did not enter sites and were impressed by how staff are adhering to the protocols and processes that have been put in place.

Once again, thank you for your understanding in these unprecedented times. We know that we can get through these times by putting safeguards in place that protect our clients, residents and staff. As a reminder, please go to our website at www.thrivegroup.ca for the most up-to-date information.

Please stay healthy, wash your hands and take care.

Sincerely,

A handwritten signature in blue ink that reads "Steve Sherrer".

Steve Sherrer
Chief Executive Officer