



COVID-19 Update: March 17, 2020

Communication for All Residents, Clients, Families and Staff

Please be assured that we are continuing to work with our Pandemic Working Group to develop and implement plans to ensure the on-going safety, health and well-being of our clients, residents, staff and family members.

As you are aware, the Chief Medical Officer of Health has advised long-term care homes, retirement housing, supportive housing and congregate care settings that **only "essential" visitors are allowed to visit our homes**. Essential visitors are defined as those who have a resident who is very ill or at end of life. Decisions relating to who can visit will be made at the discretion of the Executive Director/Administrator or designate. Volunteers and students are also being asked to not visit our homes. We will continue to evaluate these measures in the coming days and weeks and we will advise you of any changes.

As you may also know, we heard from Ontario Premier Doug Ford this morning of provincial measures to help support families through these unprecedented times. These include:

- New legislation to ensure individuals affected by COVID-19 maintain their employment
- Following the direction and guidance from the Chief Medical Officer of Health
- Announcing 17 testing centres across the Province to be accessed only by those exhibiting symptoms
- New on-line self assessment resource that can be accessed at www.ontario.ca/coronavirus

We also heard today from Prime Minister Trudeau that the following measures are in place, to include:

- Borders will be denying entry to Canada unless you are a Canadian citizen/permanent resident, diplomats, air crews or US citizens
- Individuals exhibiting COVID-19 symptoms, including Canadian citizens, will not be permitted to access airlines back to Canada and these individuals will be supported abroad until they are symptom free
- Effective Wednesday, March 18, 2020, Canada will only receive international flights at Toronto Pearson, Montreal Trudeau, Calgary International and Vancouver International with some exceptions to some domestic flights from the USA, Mexico and the Caribbean
- Health Canada will provide updates each day at noon
- Non essential travel is to be avoided and Canadian travellers were once again advised to come back to Canada as soon as possible

We are in the process of developing a strategy so that we can link clients and residents with their loved ones through technology (Skype, Zoom, FaceTime). We started to do this informally over the weekend and will have a more comprehensive process in place once we receive our new iPads and tablets over the coming days. We will be arranging for our staff to reach out to you so that we can provide you with some face to face time using technology.

For staff accessing information regarding COVID-19, we recommend that you only visit reputable websites such as the Ontario or Canadian government, World Health Organization or



other reputable internet sites in order to ensure you are getting accurate information and avoid cyber security risks.

Once again, I want to take this opportunity to thank our staff for being diligent and committed to providing safe and compassionate service to our clients and residents during these times of uncertainty. I also want to thank family members for continuing to understand that we are in a challenging time and things are changing hourly. Please know that our priority is to ensure our clients, residents, staff and family members remain healthy. We will continue to provide updates to you via our website www.thrivegroup.ca.

Sincerely,

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

Steve Sherrer
Chief Executive Officer