



Thrive Group  
Integration. Inspiration. Independence.

## Thanking Our Staff

I want to take this opportunity to send a word of gratitude to all of our staff who are working around the clock to keep our residents and clients safe during this pandemic. Never have we experienced such an uncertain or challenging time for healthcare either in our communities or around the world. It gives me a great sense of pride to know that I am part of a group of exceptional people who are leading the way in providing such essential care and service to the most vulnerable at this time.

As I travel around to our various sites, and speak with our staff in both our long-term care homes as well as in our in-home and community care programs, I am humbled by the compassion, selflessness, and dedication you are demonstrating at this time. In true Thrive Group spirit, you continue to go beyond the call of duty to ensure that the health and safety of our residents, clients and their families comes before all else.

Many of you have developed long lasting and supportive relationships with our clients, residents and family members and have become like family for these individuals. In some cases, especially in our community programs, you are the only human contact isolated seniors or individuals with disabilities have from day to day. You have been there for them through the good times and the bad. You shine like beacons of hope in this time of uncertainty.

We are working with the Ministry of Health, Public Health and our respective associations to make sure we put whatever we can in place to support you and keep you safe, so that you can continue to be there for your clients, residents and your colleagues. Some of the things that have been put in place over the last two weeks are:

Regular updates by the Ministry of Health, Public Health and the Federal and Provincial governments to make sure that we all have the most up to date information available to help us make difficult decisions in a timely way. You can find links to these on our website at [www.thrivegroup.ca](http://www.thrivegroup.ca)

Our healthcare experts have provided our homes and residences with guidelines for active screening of staff so that we can restrict entry to anyone who may pose a health threat to our residents or clients.

We have been provided with information regarding the importance of Social Distancing, and how critical it is to maintain a physical distance of two meters from others, or to self-isolate, in order to reduce the spread of this virus.

We have provided our staff with Employee Assistance through our EAP providers and encouraged anyone with questions or concerns to reach out for emotional assistance.

Our HR and Finance staff are working tirelessly to help with staffing shortages, answer your questions and free-up funds so that we can support you wherever we can.

Our IT staff are working around the clock to keep our lines of communication open and functioning and keep our website up to date so that you, and your residents, clients and family members have the most current information.

Our leaders are making themselves available on all shifts to provide guidance, answer your questions and try to give you whatever support you need so that you can focus on providing the care your clients and residents require.

The government has provided health care workers with access to day care services for their children so that you can continue to come to work and serve those most in need of care in our community settings and long-term care facilities.

I would also like to take this opportunity to thank the families of our employees for giving up your time with these precious people – our staff – so that they can come to work and care for others. We are all indebted to each of you for everything you are doing at this time. You are truly the unsung heroes of today.

Please take care of yourself, your clients, your residents and of each other.

With humble gratitude,

Steve