



December 28, 2020

Progress Being Made to Manage the COVID-19 Outbreak at Tendercare Living Centre

Progress continues to be made to stabilize the Tendercare long-term care home and, in addition to the partnership with North York General, many other partners have stepped up to help resolve the outbreak and provide care to residents.

Staffing support

With high rates of COVID-19 in the community and growing demand for health professionals across the health system, finding additional clinical staff continues to be a significant challenge. As a result of the collaborative effort of many organizations and professionals, progress is being made to stabilize staffing and increase clinical care at the home.

Physician levels at Tendercare continue to be strong and currently the long-term care home also has sufficient PSWs, and environmental services, housekeeping, IPAC and other key staff required to manage the outbreak and restore a safe environment at the facility.

There is still a significant need for more nurses - RNs and RPNs - and all-out effort is being made to recruit additional nurses. More nurses have joined the long-term care home team in recent days including nurses from the emergency department and other areas of North York General, and nursing staff from Extendicare, Central East LHIN, and recruited through the Registered Nurses' Association and agencies (we are working with 11 nursing agencies). Also, as more staff recover from COVID-19, they are returning to work at the home.

In the meantime, the physicians deployed to the home are assisting with vital nursing and personal care including medication management, feeding residents, and contacting families directly about their loved ones.

Communication and working with families

In addition to physicians and other clinical staff speaking with families one-on-one, Tendercare now has a dedicated staff member who is following up on all calls from families. A 1-800 number will be in place in the next few days to support timely responses to family questions.

Infection prevention, control and cleaning

The environmental services team from KleanCare Services is well underway with enhanced cleaning of the facility, with a focus on high-risk areas for virus transmission.

Training and education

In addition to training all incoming staff and physicians on infection prevention and control practices, "in the moment" training is being provided to staff at the bedside and throughout the home.

COVID-19 cases in the home on December 28

Currently, there are 107 residents with COVID-19 at the home. A positive sign that the situation is improving is that 20 residents now have resolved cases. Resolved cases means that it has been 10 days since the lab test confirming COVID-19 and the individual is no longer showing COVID-19 symptoms.

Today, 43 staff have COVID-19 and are in isolation at home and 34 staff have resolved cases, nine of whom have already returned to work. Staff with resolved cases are being supported to return to work as soon as possible.

COVID-19 tests are conducted every three days for residents and staff. Staff were tested yesterday and today and residents will be tested tomorrow.

As of today, 43 residents have died from COVID-19 during the outbreak. We express our deepest condolences to those who have lost a family member or friend to this devastating virus.

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