



For Immediate Release:

## **COVID-19 Outbreak Declared Over at Tendercare Living Centre**

(Toronto, February 2, 2021) – North York General Hospital (NYGH) is pleased to announce that Toronto Public Health has declared the COVID-19 outbreak at Tendercare Living Centre (Tendercare) long-term care home over on February 1, 2021. An outbreak is considered over when it has been 14 days since a resident or staff member has tested positive for COVID-19.

On December 25, the Ministry of Long-Term Care approved a Voluntary Management Agreement (VMA) between NYGH and Tendercare. VMAs are temporary agreements whereby hospitals provide leadership and support to long-term care homes experiencing serious outbreaks and staffing shortages.

“The end of the outbreak is a hopeful turning point for those who live and work at Tendercare and the families who have been impacted by this terrible virus,” said Karyn Popovich, Interim President & CEO, North York General Hospital. “While we look toward brighter days ahead, we are deeply saddened by the losses suffered by the family and friends of the residents who died.”

Over 90 days, NYGH is working in partnership with the staff and management at Tendercare to resolve the outbreak and stabilize staffing and operations at the home to prevent further spread of COVID-19 and provide care to residents, many of whom have complex health needs.

“We are now turning our full attention to recovery, ensuring the home is equipped to prevent future outbreaks and meeting all long-term care standards,” said Susan Kwolek, Executive Lead, Voluntary Management Agreement for Tendercare. “For residents, this means settling back into everyday life and routines at the home including safely taking part in the activities they enjoy.”

As of February 1, 108 residents and 105 staff have resolved cases. Sixty-seven staff have returned to work and staffing levels for PSWs, nurses, physicians and other key roles are stable.

Once NYGH was asked for assistance, the organization and many partners mobilized to help Tendercare. NYGH’s Infection Prevention and Control team, Environmental Services, and other experts, over 40 physicians from across Ontario, and nursing and PSW staff from NYGH, the Central East LHIN, and Ontario Shores Centre for Mental Health Sciences answered the call to support outbreak management, training and education and to help care for residents and support staff. Communications with the families has been enhanced including a Family Support Line and the renewal of the Family Council. Partnerships with local organizations are key to safeguarding residents and preventing future outbreaks, including with the Scarborough Health Network, which is leading the vaccination program for Tendercare.

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