



January 1, 2021

Improvements and progress being made to resolve the outbreak at Tendercare

With the additional staff brought in over the last week, staffing levels at Tendercare are now above baseline for the long-term care home (above the staffing level prior to the outbreak).

Although staffing for all types is above baseline, more health professionals are being aggressively recruited including through agencies and volunteers to ensure an appropriate number of staff to meet individual resident care needs.

The response from the community to assist Tendercare has been tremendous. Physicians and other health professionals have answered the call for assistance including a firefighter, physicians from across the province and many PSWs who have joined the Tendercare team and health professionals from North York General.

COVID-19 Cases - as of January 1, 2021 at Tendercare LTC Home

For the second day in a row, there are no new resident and no new staff cases, which is a positive sign.

There are now 75 residents with COVID-19 at the long-term care home. Currently 43 residents have resolved cases which means they have recovered from COVID-19. Consistent with yesterday, 39 staff have COVID-19 and are in isolation at home and 56 staff have a resolved case. COVID cases are considered resolved when it has been 10 days since the lab test confirming COVID-19 and the individual is no longer showing COVID-19 symptoms. Very sadly, 55 residents have passed away from COVID-19-related causes since the beginning of the outbreak, including three individuals since yesterday.

Keeping Families Informed

Families are being informed about their loved ones through a dedicated family newsletter and weekly town halls. An important role of the physicians, nurses and other health professionals at the home is having personal conversations with family members about their loved one's health. In addition, a dedicated toll-free *COVID-19 Family Support Line* has been set up to support timely responses to families' questions and concerns.

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