



January 2, 2021

Progress continues to resolve the outbreak and restore a safe environment at Tendercare

On December 25, North York General Hospital (NYGH) assumed temporary management of Tendercare Living Centre for a 90-day period, at the request for the Minister of Long-Term Care. When called upon, NYGH agreed to assist the long-term care home which was experiencing a very serious outbreak and staffing shortage.

Under the Voluntary Management Agreement (VMA), NYGH has a mandate to oversee the management of the outbreak and operations of the long-term care home for 90 days working with Tendercare and until the home's staffing and operations have stabilized and can be transitioned back to Tendercare management.

Over the last eight (8) days since the VMA was signed there have been significant improvements in the effort to resolve and reduce the impact of the outbreak, enhance the safety and care of residents and to address staff shortages.

Staffing

Staff levels continue to be over baseline. This means that there is now a higher ratio of staff to residents than there normally is at the home. Physician coverage at the long-term care home continues to be very strong, with physicians from NYGH and beyond providing medical care on site. All clinical staff including physicians and nurses are involved in ensuring residents receive proper nutrition and hydration. Clinicians are also carefully managing medication for all residents.

We continue to aggressively recruit more staff to prevent any shortages. The return of existing staff who have recovered from COVID-19 is an important part of ensuring strong staffing now and after the outbreak is over. NYGH, Tendercare, the LHINs and other partners continue to consider all strategies that would further assist the home.

COVID-19 Cases - as of January 2, 2021 at Tendercare LTC Home

For the third day in a row, there have been no new residents or staff who have tested positive for COVID-19. This is a positive indicator that the outbreak control measures are being successful.

As of today, 43 residents have resolved cases. There are 39 staff who have COVID-19 and are in isolation at home and 56 staff have also recovered and are able to return to work. We are sad to share that five residents have passed away from COVID-19 since yesterday and the total number of individuals who have died from COVID-19 during the outbreak is 60.

Infection Prevention and Control & Education and Training

Following best IPAC protocols, as soon as someone tests positive, they continue to be separated from negative residents and isolated to prevent further transmission.

All existing and new staff have been trained and re-trained on all infection prevention and control protocols. Just-in-time education continues during all shifts related to evidence-based PPE and other prevention practices and enhanced resident care.

Rigorous cleaning of the entire facility continues to be led by KleanCare Services, an organization specializing in cleaning health care environments. Common areas are cleaned every two hours, with extra cleaning staff conducting enhanced cleaning of all residents' rooms.

Understanding the Impact of COVID-19 in the home

The incubation period for COVID-19 is up to 14 days. That means that even in the best-case scenario, additional cases are expected for nearly two weeks from when enhanced infection and control measures were put in place. We know that there was widespread transmission at Tendercare during the third and fourth week in December just prior to NYGH becoming significantly involved.

We are starting to see the benefits of the improved IPAC practices over the past few days with dramatically reduced numbers of new residents and staff cases in the past 72 hours.

One of the terrible realities of COVID-19 is that older adults have a high risk of morbidity and mortality. The natural course of infection is for people to have mild symptoms (such as fever, dry cough) for the first seven to 10 days after onset. Beyond that point, some residents resolve their infection while others have complications and pass away despite the heroic efforts of health professionals. We have now entered this critical period of time. Some of those residents who acquired COVID 10 to 14 days ago are resolving their infection, while others are developing complications and unfortunately some are passing away.

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