



January 4, 2021

Progress report on the outbreak management at Tendercare

Progress and improvements continue today at the long-term care home to enhance safe care and support for residents, and resolve the outbreak as quickly as possible.

COVID-19 Cases as of January 4, 2021

For the fifth day in a row, there have been no new COVID-19 cases for residents and staff at the long-term care home.

While the lack of both new lab-confirmed cases and new symptomatic residents is certainly positive, it is possible that additional cases may be detected during the next prevalent screening.

As of today, 55 residents have resolved cases, indicating that it has been 10 days since their lab test confirming COVID-19 and the individual is no longer showing COVID-19 symptoms. Currently there are 59 active resident cases in the home.

Also today, 64 staff have resolved cases and 33 have returned to work at the home with an additional 13 staff to return to work in the next 24 hours. At this time, 21 staff members are still isolating at home and recuperating from COVID-19.

Since yesterday, we are sad to report that two (2) residents have passed away from COVID-19. The total number of individuals who have died from COVID-19 during the outbreak is 64. Our deepest sympathies are with the families and friends of those who have lost their lives to this devastating virus.

One of the most difficult aspects of the COVID outbreak at Tendercare and in homes across the province and elsewhere is understanding why residents die despite very significant improvements in infection prevention and control practices and high levels of clinical care.

As explained by Dr. Kevin Katz, Medical Director for Infection Prevention and Control at North York General Hospital, the incubation period for COVID-19 is up to 14 days. That means that even in the best-case scenario where additional effective measures were perfectly put in place on day one, additional cases are expected for nearly two weeks from when these enhanced infection and control measures were put in place. There was widespread transmission at Tendercare during the third and fourth weeks of December just prior to NYGH becoming significantly involved.

The natural course of infection is for people to have mild symptoms for the first seven to 10 days. Beyond that point, some residents resolve their infection while others have complications and pass away despite the heroic efforts of health professionals.

Vaccination of Tendercare residents and staff

We are pleased to share that NYGH is working with Toronto Public Health to organize vaccinations at Tendercare for residents and staff as part of Ontario's effort to vaccinate LTC residents and staff this month. More details will be provided in the coming days.

Staffing

Staffing at the long-term care home continues to be above baseline today and there are additional staff and physicians in a number of areas providing enhanced and more intensive care to residents according to their individual needs. With the increased staffing, Family calls to the *COVID-19 Family Support Line* continue to be returned within 24 hours.

Voluntary Management Agreement

On December 25, NYGH signed a Voluntary Management Agreement at the request of the Ministry of Long-Term Care. Under the agreement, North York General is responsible for overseeing the management of the outbreak and operations of the long-term care home for 90 days working in partnership with the Tendercare team.

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