

## MEMORANDUM

**June 17, 2020**

From: Dr. Joshua Tepper, President and CEO, North York General Hospital

To: Hawthorne Place Care Centre staff

Re: North York General Hospital management services

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Dear Hawthorne Place Care Centre staff members,

Since June 4, at the request of the government, North York General Hospital has been at Hawthorne Place Care Centre working collaboratively with the management team, front-line staff and physicians.

Together, we have been working to manage the COVID outbreak and looking at the next steps towards recovery. As we've connected with individual staff members at Hawthorne, it is clear the enormous emotional and physical toll COVID has had on everyone. Understanding that front-line staff have been through an extremely stressful period, our focus is on equipping staff with infection prevention and control education and training, providing high-quality care to residents and strengthening the processes that will ensure resiliency within Hawthorne Place as we face a future with COVID as the new normal.

### North York General's Role

Since the Ontario Ministry of Long-Term Care [announced](#) the appointment of North York General Hospital as managers of Hawthorne Place Care Centre, we have been working closely with the Responsive Management Inc. I am pleased to share that North York General, Responsive Management Inc (Rykka Care Centres) and the Ontario Ministry of Long-Term Care have developed a voluntary management services agreement that came into effect June 15, 2020 for a term of approximately 90 days. Under this agreement, we will work to ensure immediate and long-term improvements for residents and staff within Hawthorne Place.

To support our work at Hawthorne, Sue Kwolek, a seasoned healthcare leader, will be the North York General executive lead at the home and will be working alongside the Hawthorne management team.

### Communications

Ensuring open and transparent communication with staff, residents and families is a priority. As a first step, we would like to invite you to attend a virtual town hall. During this session we will provide you with more background on our expertise in long-term care homes, our plans for supporting staff, and most importantly answer any questions you may have. We will be hosting two virtual town halls to ensure as many staff as possible can attend.

#### Virtual Town Hall

Monday, June 22, 2020  
4 p.m. – 5 p.m. EST

Participate with Microsoft Teams video conferencing: (Type this link into your internet browser) <https://bit.ly/2YMIp46>

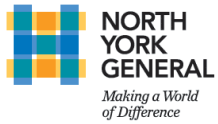
Participate by telephone:  
[1-437-703-4253](tel:14377034253) (this is a local number in Toronto)  
When prompted enter the conference ID: 755 632 138#

#### Virtual Town Hall

Tuesday, June 23, 2020  
10 a.m. – 11 a.m. EST

Participate with Microsoft Teams video conferencing: (Type this link into your internet browser) <https://bit.ly/3hAaHpX>

Participate by telephone:  
[1-437-703-4253](tel:14377034253) (this is a local number in Toronto)  
When prompted enter the conference ID: 227 228 926#



We are committed to open and timely communication. We will continue to provide regular voicemail updates and utilize a variety of ways to engage with front-line staff to ensure there is two-way communication.

Thank you for all you have done during these challenging times. Your dedication to the residents at Hawthorne Place Care Centre has been critical during the pandemic. We look forward to turning a corner and looking ahead with you.