

## MEMORANDUM

**June 17, 2020**

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

To: Hawthorne Place Care Centre families

Re: North York General Hospital management services

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Dear Hawthorne Place Care Centre family members,

Since June 4<sup>th</sup>, at the request of the government, North York General Hospital has been on-site working collaboratively with Hawthorne management, front-line staff and physicians.

Our early focus has been helping to manage the COVID outbreak. We have also been hearing from those who live and work at Hawthorne about their experiences over the last number of months. It is clear this has been an extraordinarily difficult time for you and your loved one. I want to extend our sympathy and assure you that we are here to work together.

### **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 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 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 working with Hawthorne Place, and most importantly answer any questions you may have.

#### **Virtual Town Hall**

Monday, June 22, 2020

7 p.m. – 8 p.m. EST

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

Participate by telephone:  
1-437-703-4253 (this is a local number in Toronto)  
When prompted enter the conference ID: 429 516 032#

We are committed to open and timely communication. We will continue to provide regular voicemail updates and will introduce weekly email updates. If you wish to receive email updates, please join the mailing list at [www.hawthorneplacecarecentre.ca](http://www.hawthorneplacecarecentre.ca). Updates will also be placed on the Hawthorne Place website.

We know these are challenging times. The safety of residents and staff is our priority and we are committed to working with the entire Hawthorne Place team to ensure a high-quality care home for your loved one.