



May 20, 2021

Dear residents and loved ones of Good Samaritan Lee Crest,

I am happy to report that Public Health has advised that our care home's outbreak is now declared over. While this is excellent news, I can assure you that our employees remain diligent and are following all of the Chief Medical Officer of Health directives.

As you likely know, new visitation guidelines were introduced for continuing care locations effective May 10, 2021. To prepare, we surveyed our residents and legal health representatives to help us develop a visiting approach for our home. Based on the feedback we received, the majority of residents/legal health representatives have voted to allow indoor social visits at this time. Along with outdoor visits, indoor social visits need to be arranged by contacting the care home in advance.

I want to thank everyone who provided feedback. Moving forward, the care home leadership team will reevaluate these decisions in six weeks and will engage the resident and family council should we need to make changes. As a reminder, visitation practices may be altered if our care home is declared on outbreak again.

We have also worked with all residents/legal health representatives to determine who will be increasing their Designated Family/Support Persons (DFSP) from two to four. Designated Family/Support Person and compassionate care visits will continue as usual. We ask that all visitors evaluate their own need to be physically present based on the resident's needs.

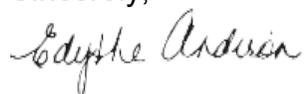
As a friendly reminder, the visitation changes are only applicable when on our property. If a resident leaves the home, they will be required to follow the provincial restrictions, including no social visits.

I would strongly encourage you to continue to contact the care home to arrange virtual visits, or visit our website (www.gss.org) and use our well wishes tool to send a message or photos to any resident in our care. We appreciate your assistance in helping to keep all of our residents and employees safe.

If you have any questions, please reach out to Angela Henke, our site manager, by calling (403) 653-2034.

Thank you for your patience and understanding as we've managed this most recent outbreak.

Sincerely,

A handwritten signature in cursive script that reads "Edythe Andison".

Edythe Andison
Vice President and Chief Quality Officer