

May 6, 2020



Dear residents and loved ones of Good Samaritan Southgate Care Centre,

Further to our last communication sent to you on April 8, 2020, I wanted to provide you with an update on our situation at the care home. I am happy to report that all tests completed for unwell residents/employees have come back negative for COVID-19. However, as directed by public health, we remained on an outbreak status while residents recuperated and have now been advised that yesterday the outbreak has been declared over.

Despite this good news, we will continue to ensure additional precautions are in place to protect both our residents and our employees. This includes, but is not limited to, only allowing pre-scheduled essential visitors (end of life visitation or for quality of life or care related activities that staff are unable to provide), including outdoor visitation, screening of employees and residents, enhanced cleaning, and physical distancing during all recreation activities.

While I am sure you are relieved that the outbreak status of our care home has been lifted, I do have to emphasize that the Chief Medical Officer of Health's (CMOH) directive is very stringent, for a good reason, so it is very likely that we may be going through this process again if any employees or residents become unwell. Regardless, we will continue to reach out and to communicate with you every step of the way.

If you have further questions at this time, please contact Kelly Kontek, site manager, at 780-431-3854. You can also reach the care managers for each floor at the following numbers:

- First Floor, Eva Hart: (780) 431-3832
- Second Floor, Megan Jamieson: (780) 431-3842
- Third Floor, Thabith Nzuzu: (780) 431-3852

Thank you for your continued patience and understanding.
Sincerely,

A handwritten signature in cursive script that reads "Michelle Bonnici".

Michelle Bonnici
Interim President and CEO