

June 14, 2020



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

Public Health has notified us that our care home has an employee and a resident who have tested positive for COVID-19. I want to assure you that we are working closely with public health and are complying with the orders from the Chief Medical Officer of Health to take the necessary steps to protect the residents and employees at the care home.

Outbreak protocols are also in place and include, but are not limited to, restricting resident movement throughout the care home, employees wearing personal protective equipment (PPE), increased resident and employee screening, cancelling group activities or non-essential services, and continuing our enhanced cleaning protocols. These are just some of the ways we are keeping our residents safe and are standard for any outbreak.

I know that this is a stressful time, and we will continue to keep you updated on this matter as we receive new information. If you have any questions, please contact Kelly Kontek, site manager, at 780-431-3854. You can also reach the care managers for each floor at the following number:

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

If you call and we do not answer right away, please leave a message, and someone will get back to you as soon as possible. I do commit to you that we will continue to provide you with updates should anything change.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Bonnici". The signature is written in black ink and is contained within a thin black rectangular border.

Michelle Bonnici B.A. LL.M  
Interim President and CEO