

June 19, 2020



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

I wanted to reach out to you to provide you with an update on the situation at our care home. We continue to meet regularly with Public Health and are working closely with them to ensure that we are following all directives from the Chief Medical Officer of Alberta. If you are interested in reading the public health orders, they are available online at <https://www.alberta.ca/covid-19-orders-and-legislation.aspx>.

As of yesterday, all resident swabs have been completed, and we are waiting on the results which will take a few days. Public Health will share the results with the care home directly and they may also share them with the resident and/or the legal health representative. Regardless, we will reach out to the primary contacts for each resident to let them know the swab result.

We continue to monitor all residents and employees closely and are conducting in-depth screenings twice a day, including temperature checks. I am also happy to report that we have received highly positive results from a recent Alberta Health Services infection, prevention and control review.

Additionally, the schedules of our management team have been staggered to ensure that we have a strong leadership presence at the care home to answer any questions or to address any concerns.

I would like you to know that we are here to support you and your loved ones and 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.

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