

April 8, 2020



Dear residents and families of Good Samaritan Southgate Care Centre,

It is my duty to inform you that we have been notified that one of our employees is positive for COVID-19. We are in the initial stages of our investigation, but to our knowledge, this individual did not work at the care home while symptomatic.

In addition, there is currently no confirmed COVID-19 in the resident population or employees actively working at the care home. Still, the Edmonton Zone Acting Medical Officer of Health has declared we are on an outbreak.

I want to assure you that we are complying with the orders from the Chief Medical Officer of Health and are working closely with Alberta Health Services and Public Health to take the necessary steps to protect our residents. Outbreak protocols are in place which include restricting resident movement throughout the care home, 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, not just COVID-19.

You can also help reduce the spread of ANY infectious illnesses, including COVID-19, by following typical health precautions:

- Wash your hands for at least twenty seconds;
- Avoid touching your eyes, nose and mouth;
- Cover your cough/sneeze with a tissue or sleeve instead of your hands; and
- Avoid contact with people who are sick – please practice physical distancing.

We will continue to keep you updated on this matter as we receive new information. If you have further questions at this time, please contact Kelly Kontek, Site Manager, Good Samaritan Southgate Care Centre at 780-431-3840 or kkontek@gss.org. You can also reach the Care Managers for each floor at the following numbers:

- First Floor: (780) 431-3832
- Second Floor: (780) 431-3921
- Third Floor: (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 though, that we will continue to provide you with updates should anything change.

Thank you for your patience and understanding at this time.

Sincerely,

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

Michelle Bonnici
Interim President and CEO