



July 9, 2020

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

Public Health has notified us that our care home has three additional residents that have tested positive for COVID-19. I would like 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), proper hand hygiene, 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 780-431-3840. 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 your call is not answered right away, please leave a message, and the site manager will get back to you as soon as possible. We will continue to provide you with updates should anything change.

Thank you for your patience and understanding.

Sincerely,



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

