

July 17, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

I know that the past few months, and particularly the past few weeks, have not been easy. As we continue to deal with the COVID-19 outbreak at the care home, many of you likely have questions, and I would like to provide you with the answers that you need.

I understand that there may be some frustration concerning the responses to your inquiries at the site level. I would like you to know that our employees are doing everything they can to keep you informed. Please remember that their first priority is to actively provide care to the residents and that they are trying to respond to inquiries as soon as possible. Our Southgate Care Centre is a large site with over two hundred residents that live at the care home, and our employees are doing their best to provide timely responses to your questions.

To answer some of the more general questions that we have received to date, I recorded a video, which you can view at <https://youtu.be/wB8ctK7DEuw>. If your question was not answered, I am going to do another video next week. I kindly request that you provide me with your questions before the end of day on Monday, July 20, 2020. You can send them to [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org) or call 780-431-3748.

I would like to thank you for your continued patience and understanding, and for your willingness to work with us through this unprecedented situation. Our number one priority continues to be the health and well-being of our residents and employees. I can appreciate how worried you must be, and I am committed to keeping you up to date with timely information.

Stay safe and healthy.

Sincerely,



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