



July 26, 2020

Dear residents and families of Good Samaritan Southgate Care Centre,

As we continue to deal with the COVID-19 outbreak, we know that having a family member or loved one at the care home during this time can be very stressful. It can give rise to anxiety, worry and many questions. With the vast amount of differing information regarding COVID-19 out there, our goal is to provide you with truthful and practical information, so we can empower you to make the most appropriate medical decisions for your loved ones.

COVID-19 is a viral illness that spreads like the flu. While many people will recover from it, many may not. Those who are older and have other preexisting medical conditions are more likely to get sicker and have a much higher chance of dying from it, in comparison to a younger or healthier person. During this time, the safest and most comfortable place for your loved one to be cared for is at Good Samaritan Southgate Center. Research has shown that for most seniors who get COVID-19, there is little to no benefit from being sent to the hospital and almost certainly most would not survive intensive care. Unfortunately, so far, there is no treatment that can kill this virus. We have put in extra safeguards to avoid transfers to ER for other non COVID-19 related illnesses as much as possible to minimize potential exposures for your loved one.

In the past few weeks, we have also put in extra measures to care for any of our residents who already have or may become sick with COVID-19 in our care home. Our main priority always has and shall remain to ensure your loved is comfortable and cared for throughout their illness if they were to become sick. Most symptoms are related to cough, fever and shortness of breath. There are medicines and treatments for all these symptoms that will be provided in the home. This includes any necessary fluids and nourishment for their comfort. Our nurses and doctors are very skilled in providing comfort care, and a COVID-19 illness would be no different in that regard.

We realize you may still have additional questions and concerns and have attached a 2 page COVID-19 in Long Term Care summary sheet that we hope you may find helpful.

We remain dedicated to the care and comfort of our residents, your loved one.

Sincerely,

Dr. M. Fiorino, Good Samaritan Southgate Medical Director  
Dr. S. Gandham, Good Samaritan Society Medical Advisor  
Michelle Bonnici, Good Samaritan Society Interim President and CEO