

July 21, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

First, I would like to take this opportunity to thank each of you for your patience and understanding as we work through this outbreak.

We are currently experiencing high call volumes at the care home, and our employees are struggling with responding in a timely manner while also actively providing care to residents. I know that waiting for information pertaining to your loved one is difficult, and I can assure you that if you have left a message, we are working to get back to you as soon as possible.

It is important to note that the health information many of you are calling about can only be accessed and provided by employees that have a clinical background. As well, we are only able to provide health information to primary contacts and legal health representatives. It is then up to those designated people to share that information with other members of the family, if appropriate. All letters that have been sent to primary contacts and residents to date have been posted on our website (<https://gss.org/preparations-for-covid-19/>). You can also find information on our website regarding protocols that are in place and current case numbers.

I know that access to timely information about your loved ones is imperative, and we are working to ensure that we have a communications plan in place to better deal with the volume of calls we are receiving. In the meantime, if you have any questions, please contact Kelly Kontek, site manager, at 780-431-3840. You can also reach the care manager 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. I do commit to you that we will continue to provide you with updates should anything change.

Stay safe and healthy.

Sincerely,

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

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