

July 25, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

I would like to acknowledge how difficult things are for you; the past few weeks have not been easy. On behalf of the entire organization, I would like to extend our heartfelt condolences to the families that have had a loved one pass away during this outbreak. We are thinking of you during this time. Our employees and the residents form strong bonds; they are a tight-knit community, so I know they are grieving as well. Chaplaincy support is available at the care home for any residents, families or employees.

We continue to work closely with Alberta Health Services (AHS) and Public Health on managing the outbreak. Alberta Health Services has allocated two nurse practitioners, two nurses and a social worker to help provide direct care. We are also working closely with them on other supports. Our top priority is the safety and well-being of our residents and our employees, and we are grateful for the additional support and guidance they are providing.

A focus for us continues to be on increasing staffing and putting additional supports in at the care home. This week we were able to bring in six additional housekeeping staff, with more on the way. As well, several employees were orientated and brought on to the team, and their focus will be on providing comfort and support to the residents. Our educators are also at the care home assisting with ongoing education and training for staff. For example, they are doing touchpoints to ensure employees are wearing personal protective equipment properly.

Some of you may have questions about the recent announcement from the Chief Medical Officer of Health regarding the new visitation guidelines that were to take effect this week. As we are currently under a COVID-19 outbreak, we have received an exemption from Public Health and will not be implementing the new guidelines at this time, but Public Health will reevaluate in one month. However, we will continue to support both essential and compassionate care visits at the care home. In the meantime, our team will continue to prepare for implementation of the new visitation protocols and will keep you updated on this matter.

As I mentioned in my last letter to you on July 21, 2020, we continue to experience high call volumes at the care home, and our employees are working to respond to messages as soon as possible. We understand that this issue is happening in real-time, and we also appreciate families have important questions that need answers. Providing you with adequate communication is a top priority for us.

Thank you to everyone who took the time to submit questions at the beginning of the week. We have taken them all and put them into a frequently asked questions document, which is available on our website (<https://gss.org/wp-content/uploads/2020/07/COVID-19-Frequently-Asked-Questions-Southgate-Care-Centre-June-23-2020.pdf>). Please continue to send in your questions to [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org), and we will continue to get you the answers you need.

In the meantime, if you have any questions specific to your loved one's health condition, 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

Please keep in mind that we are only able to share health information with a resident's primary contact or legal health representative. We are also not able to provide this information electronically (e.g. e-mail) due to privacy concerns. 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 as we work through this together.

Stay safe and healthy.

Sincerely,



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