



THE  
GOOD  
SAMARITAN  
SOCIETY

GOOD  
SAMARITAN  
CANADA

## Office of the President and CEO

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July 28, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

Yesterday, there was some media coverage that was incorrect concerning the management of the care home. I can assure you that while we continue to work very closely with Alberta Health Services (AHS), they have not taken over the operations of Good Samaritan Southgate Care Centre. Unfortunately, Dr. Hinshaw misspoke and has since corrected this statement.

We continue to work closely with our partners at Public Health and AHS, and they have provided additional support to assist us. AHS currently has nurse practitioners and registered nurses on site. They have also worked with us to bring on social workers, quality consultants, infection prevention and control practitioners, and other staff as needed. Our goals are the same, and that is to reduce the risk of transmission and to provide the best care that we can to the residents while supporting our employees. In addition to Alberta Health Services, we are looking at other options for supplementing our staffing levels.

I can also report that we are not experiencing any shortages of personal protective equipment (PPE) at the site at present. We are closely monitoring our stock, and are in constant contact with our suppliers and Alberta Health Services to ensure our employees have everything they need.

The care home is still experiencing high call volumes, and we want to thank you for your patience as our employees work to respond as quickly as they can to messages. Attached is a checklist that you can use when calling about your loved one that gives you some ideas on what questions you might want to ask when talking to our employees.

You can continue to email [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org) if you have general questions about our COVID-19 response at the care home, or if you have any questions about the condition of your loved one, 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. email) due to privacy concerns. 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,

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

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