



THE
GOOD
SAMARITAN
SOCIETY

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SAMARITAN
CANADA

Office of the President and CEO

July 18, 2020



It is with a heavy heart that I can confirm we have had two residents pass away who were positive for COVID-19. On behalf of the entire organization, I want to extend our deepest condolences to their families and friends during this difficult time. Our caregivers and residents are a tight-knit community, so I know our Good Samaritan family is grieving too.

Our number one priority continues to be the health and well-being of the residents at the care home and our employees. We are working closely with our partners at Public Health and Alberta Health Services on this, and they have a team on-site to provide support and to assist with the testing of residents and employees.

While we currently do not know how the virus entered the building, outbreak protocols continue to be in place, and we are taking all precautions to limit its spread. This includes retesting all asymptomatic residents, restricting resident movement throughout the home, and employees wearing appropriate personal protective equipment. Enhanced cleaning protocols are in place that follow the Public Health Orders and includes the cleaning and disinfection of high touch surfaces three times day and low touch areas daily. Outdoor visits have been cancelled, and we are following the Chief Medical Officer of Health's Orders regarding essential visitors. Employees and residents are also screened twice a day, including temperature checks. The screening tool we use for both residents and employees is comprehensive and covers all of the requirements listed in the Public Health Orders. These are just some of the ways we are keeping those we care for, and our employees, safe.

Our employees and residents are doing as well as can be during this difficult time. The dedication and resilience our employees show each and every day truly makes them healthcare heroes. Above all, they are human, and in the midst of the pandemic have managed to find the courage to pull together and provide care to our most vulnerable. Having said that, we are always looking at ways to provide them with additional supports, including added staffing, and are actively recruiting at the care home.

We are in contact with the employees and residents and their loved ones to keep them updated on the situation through regular letters and phone calls. With over two hundred residents at the care home, employees are doing their best to keep all of the families up to date with specific information on cases while actively providing care. Information on case numbers and copies of the letters are available on our website (<https://gss.org/preparations-for-covid-19/>). We understand that this issue is happening in real-time, and we also understand families have important questions that need answers. We continue to provide information

through videos, letters and phone calls. I am committed to keeping families up to date with timely information as we deal with this unprecedented situation.

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