

August 17, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

As we begin another week, I wanted to reach out again to provide an update on what is happening at the care home, including our case numbers which are as follows:

- Four active resident cases on the second floor and six on the third floor. There is one resident who is hospitalized.
- We have had thirty-nine residents and twenty-one employees recover. We continue to work with Public Health to assess potentially recovering residents.
- We currently have eleven employees who are considered active cases.

Sadly, twenty-nine residents have passed away, and our thoughts and prayers go out to their families and friends.

As you can see, the numbers are starting to look a lot better. However, and I cannot stress this enough, this does not mean that we are going to stop doing everything we can to keep our residents and employees safe and to ensure the virus does not spread. All Public Health protocols that I have outlined in our past communications are still being followed, and this will not change.

We have had some questions from family members wondering if visitation will begin to open up a bit more, specifically for our residents on the first floor as there are currently no cases. The visitation exemption from the Chief Medical Officer of Health is still in place, and at this time, we are not opening up visitation. I understand that this is difficult for many of you, and I want to encourage you to continue to reach out to the care home and utilize the virtual visits or send a written message and photos through our well-wishes tool on our website (<https://gss.org/well-wishes/>). Of course, our hope is that we will continue to see our numbers decrease and that we will be able to consider allowing visitation soon. I can assure you that we will keep you updated on this matter as we move forward.

If you have any questions that are not about a specific resident's health status, please send them in to [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org), and we will respond to you right away. I am committed to getting you the information you need, so if you do not see the answers to any questions you have in these letters, please reach out to us.

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. If you have any questions about the health 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.

Stay safe and healthy.

Sincerely,



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