

August 26, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

This past week, we have continued to work closely with Alberta Health Services (AHS) and Public Health on our outbreak response management. While we see our numbers continue to improve, as I indicated in my last letter to you, we remain vigilant. Extensive work continues to ensure that this virus does not spread and that our residents and employees are safe. As part of my commitment to provide weekly communication to you on the situation at the care home, these are the current COVID-19 case numbers as of August 25 at 5 p.m. are as follows:

- Three active resident cases on the second floor and seven on the third floor. Two residents are hospitalized.
- We have had thirty-six residents and twenty-seven employees recover. We continue to work with Public Health to assess potentially recovering residents.
- We currently have six employees who are considered active cases.
- Sadly, 31 residents have passed away due to COVID-19.

You may have noticed that our active cases have increased slightly. This is because if any resident who was deemed recovered starts showing any symptoms, even if not COVID related, in consultation with Public Health they are moved back into our active category. We are likely going to continue to see these numbers fluctuate as we progress through the remainder of this outbreak. As always, you can continue to see the most up-to-date numbers on our website at <https://gss.org/covid-19-outbreak-disclosure/>. I also want to assure you that while these residents are moving from recovered to active status, during the period of time they were considered recovered, they were still on isolation and under precautions.

As I indicated in my last letter to you, our care home is still exempt from the Public Health visitation Order, so outdoor visits and indoor visits (unless for compassionate or essential reasons) are still not able to go ahead. I realize that this is difficult for many of you, and we want to work with you to ensure that we are connecting residents with their loved ones whenever possible.

For residents on the first floor, window visits are allowed to happen. However, we do respectfully ask that you do not remove screens, maintain the 6ft distance and if other people are visiting outside a window, maintain distance from them as well.

Virtual visits are also an option, and our recreation team is happy to schedule a time for them to occur. Even if a resident is not tech-savvy, our team will get everything set up on the iPad and can assist throughout the visit if that is requested. If you would like to arrange a virtual visit, please email our recreation therapist, Roopjit, at rmann@gss.org. If a window or virtual visit is not possible, please consider utilizing our well wishes form on our website and sending a note to your loved one (<https://gss.org/well-wishes/>). The message will be delivered the next business day after it is received and employees will provide assistance reading the message if necessary. You can also include photos.

We have received questions on the type of activities and therapy that residents are currently participating in, so I am going to begin sharing more of that information with you moving forward. Occupational therapy has designed programs which are individually tailored for our residents' needs. These therapies are resident-centred and will be performed in conjunction with the multi-disciplinary team. If you have additional questions about the occupational therapy being provided to our residents, please do not hesitate to reach out.

Some of you may be wondering what the timeline is for the outbreak to be declared over. While that is dependent on a few factors, once all residents are COVID free, Public Health will evaluate and determine if the outbreak can be declared over. At that point, a terminal clean will be completed on the building before we start to normalize operations, including putting visitation processes in place. I will continue to update you on this matter and what our recovery phase looks like as we move towards this target.

As always, if you have any questions that are not about a specific resident's health status, please send them in to 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,

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

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