

August 8, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

While the last few weeks have been exceptionally difficult for our residents, their loved ones and our employees, I would like to take this moment to thank all of you for continuing to communicate and work with us through this outbreak. Some positive news is that over the past couple of days, we have not had any new COVID-19 cases identified at the care home. The weekly testing took place this week for asymptomatic residents and employees, and our hope is that this will continue to be the case as we receive the test results from this round of swabs.

While words are never enough, please know that our thoughts and prayers are with the families who have lost someone they love and with our employees who have lost people they have grown to know and care about. I would like to remind all of you that chaplaincy support is available to anyone that needs someone to talk to.

As I am committed to keeping you informed on the current situation, our case numbers as of today are as follows:

- Twenty-one active resident cases on second floor and fourteen on the third floor. There are two residents that are hospitalized.
- We have had twenty residents and thirteen employees recover. We continue to work with Public Health to assess potentially recovering residents.
- We currently have nineteen employees who are considered active cases.

You may have started to notice that the numbers reported by Dr. Hinshaw during her press conferences are a little delayed in comparison to what we post on our website. This is because we are notified immediately, while Alberta Health is notified via the provincial reporting database. This can sometimes lead to a delay in reporting on the part of Alberta Health, In order to stay up-to-date with the most recent numbers, I encourage you to visit the website as we update the numbers whenever we receive new information: <https://gss.org/covid-19-outbreak-disclosure/>.

For this update, I would like to take the opportunity to provide you with additional information regarding our employee screening process. This is the process employees must go through when entering the care home and what happens if one of them tests positive. Each day, employees are required to do a self-check before they come to work. If they are feeling unwell, they have been directed not to report to work and instead are to call their supervisor and arrange for testing. Until their swab results come back, they are not able to work at the care home and must isolate.

Employees who are well, arrive at the care home for their shift where they must immediately put on personal protective equipment and go through a screening process. This includes a temperature check. The screening process is completed a second time for each employee during their shift, and they are also reminded that they must continue to self-monitor at all times. If the employee were not to pass screening or started to feel unwell, they would immediately be sent home and supported to arrange testing.

For any of our employees who have tested positive, Good Samaritan works with Alberta Health Services and Public Health to conduct extensive contact tracing. As we manage this outbreak, employee movement is being closely tracked so that we are quickly able to identify where that employee has been and who they may have come in contact with, whether a resident or another employee. This allows us to then follow-up with those individuals and to have them isolated and tested right away to try and reduce the spread of the virus.

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.

If you have any non-specific health questions or general questions about our response to COVID-19, please email [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org), and we will respond to you right away. We will also take your questions and provide more information in our weekly letters to ensure everyone has the information they need. I 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