

August 5, 2020



Dear residents/clients and loved ones of The Good Samaritan Society, Good Samaritan Canada and Good Samaritan Delta View Care Centre,

You have likely seen in the media that we are currently experiencing a COVID-19 outbreak at our Good Samaritan Southgate Care Centre in Edmonton, A.B. I understand that this may raise some questions for you in terms of how we are responding as an organization. I can assure you that 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 (AHS) on this, and they have provided additional support to assist us.

We are striving to reduce the risk of transmission and to provide the best care that we can to the residents while supporting our 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 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. We have brought in additional housekeeping staff to assist with this, and there is a strong focus on cleaning in order to stop the spread of the virus.

At this time, we have received an exemption from Public Health regarding the visitation Order for Southgate Care Centre, and so outdoor and indoor visits have been cancelled. This decision will be reviewed in a few weeks or sooner, depending on how the outbreak progresses. We are still following the Chief Medical Officer of Health's Orders regarding essential and compassionate care 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. In partnership with Alberta Health Services, we are testing asymptomatic residents and employees weekly, and we will continue to work with AHS and Public Health on this. These are just some of the ways we are keeping those we care for, and our employees, safe.

It is tragic when any life is lost due to this virus, and our condolences go out to all of the families and friends who have had loved ones pass away due to this outbreak. 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.

If you would like more information on the situation at Good Samaritan Southgate Care Centre and our COVID-19 response, you can email goodsaminfo@gss.org or visit our website at <https://gss.org/preparations-for-covid-19/>. The case numbers for the outbreak are also available online.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Bonnici". The signature is written in black ink and is contained within a thin black rectangular border.

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