

September 1, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

Ensuring that the residents at our care home are kept safe and provided with quality care is our priority as we manage this outbreak. As you can see below, our numbers have improved slightly since my last letter to you, and we will do everything we can to ensure that this trend continues. As of September 1 at 1 p.m.:

- We have three active resident cases on the second floor, seven on the third floor, and two residents are hospitalized.
- We have had thirty-six residents and twenty-nine employees recover, and we continue to work with Public Health to assess potentially recovering residents.
- We currently have four employees who are considered active cases.
- The number of residents who have sadly passed away remains at 31.

Recruitment efforts at the care home have been successful, and we have been able to recruit into several different positions. We will continue to actively recruit at the care home as necessary to ensure that our staffing levels remain at an outbreak level with extra employees attending each shift.

The recreation team at the Centre continues to coordinate virtual visits with families and friends of our residents. If you would like to arrange one, I would encourage you to reach out to Roopjit (rmann@gss.org) directly so she can help arrange it. One-to-one visits are also popular with the residents and usually include listening to music they like, reading, games, or sharing a conversation and reminiscing. On the first floor, small group activities are being arranged in each wing while maintaining physical distancing. While we are limited to what we can do for activities during the outbreak, ensuring the residents have social interaction is vital.

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.

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

Our employees continue to respond to messages as soon as they are able, so I want to thank you for your patience. Providing you with the information you need is essential, and something we take seriously. 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