

September 11, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

We continue to work closely with Alberta Health Services and Public Health to ensure we are following all protocols and orders put in place by the Chief Medical Officer of Health. The current COVID-19 case numbers as of September 11 at 10 a.m. are as follows:

- No active resident cases on the second or first floors and one on the third floor. One resident is hospitalized.
- We have had forty-three residents and thirty-one employees recover. We continue to work with Public Health to assess potentially recovering residents.
- We currently have two employees who are considered active cases.
- Sadly, 34 residents have passed away due to COVID-19.

Access to chaplaincy services continues for all residents, employees and family members. Currently, the chaplain is providing spiritual and religious support for residents regardless of cultural, religious or spiritual traditions. Some of the activities the chaplain offers include visiting and listening to residents (reminiscing and storytelling), prayer for residents (as requested by resident or family), reading of Sacred Writings, one-on-one sharing of music, assisting with video calls between residents and loved ones, and so on. We have heard from many people that this service is a comfort to those at the care home during this time.

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