

September 16, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

We continue to work with Alberta Health Services (AHS) and Public Health to manage the COVID-19 outbreak. We are currently waiting on a few test results, and if they come back negative, Public Health has advised us that we will officially be off of outbreak.

You may be wondering what that will mean in terms of when visitation and other activities approved by the Chief Medical Officer of Health (CMOH) can begin. The leadership team at the care home, alongside our Emergency Operations Centre, is currently developing phased plans to bring us back to normal, pandemic-level, operations.

The care home has been receiving calls from many loved ones wondering when they can begin visiting. I would ask for your patience for a little bit longer as we determine the safest way to start to allow new activities and visitors. Our goal is to ensure that everyone has the opportunity to see their loved ones in the safest manner possible. Once we have the plans finalized, I will send out another letter letting you know all of the information.

The current COVID-19 case numbers as of September 16 at 1 p.m. are as follows:

- There are no active resident cases within the building. One resident is hospitalized.
- We have had forty-four residents and thirty-one employees recover.
- We currently have two employees who are considered active cases.
- Sadly, 34 residents have passed away due to COVID-19.

Please continue to send any questions that are not about a specific resident's health status to goodsaminfo@gss.org, and we will respond to you right away. If you call the care home, please know that they are still experiencing high call volumes and that they are returning messages as soon as possible. Questions about the health of a loved one should be directed to the site and care managers at the following numbers:

- Site Manager, Kelly Kontek: (780) 431-3840

- 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