

September 19, 2020



Dear Good Samaritan Southgate Care Centre residents and families,

A lot has happened this week, and so, I thought it warranted another update. Thursday afternoon, we were informed by Public Health that the COVID-19 outbreak is now over. While this is the news that we have all been waiting for, it does not change the fact that we will remain diligent in our safety measures. Much like other care homes right now, we have new pending test results for some residents, which means that while we are off confirmed outbreak, we are still considered under investigative outbreak.

As I mentioned in my last letter to you, we are currently working on phased plans to bring operations back to normal levels based on the Chief Medical Officer of Health (CMOH) guidelines, which will include implementing procedures for safe visitation and recreation activities. This work is being done in consultation with Alberta Health Services and Alberta Health so we can ensure that we are doing things as safely as possible for our residents and employees. Providing quality and safe care and services to our residents remains a top priority. The global pandemic has brought on new challenges, but that does not change our commitment to the health and wellbeing of our residents.

Throughout the outbreak, our partners at Alberta Health Services and Alberta Health have been on-site on a near daily basis providing support. The site has also passed several Public Health audits, and any recommendations from the audits have been addressed.

I would be remiss if I also didn't use this opportunity to address recent allegations regarding our Southgate Care Centre that have been brought forward in the media. While I am unable to speak directly to these allegations, I want to be clear that as an organization, we take this matter seriously. As we look into these allegations, we remain committed to working with our partners at Alberta Health Services and Alberta Health to maintain a high standard of health and safety.

Moving forward, we will continue to ensure families and employees receive timely and accurate information, as this critical two-way dialogue will allow the site to continue to maintain high levels of quality care. If families or employees have concerns, I strongly encourage them to bring them forward to our site manager, Kelly Kontek, by calling (780) 431-3840.

While we are now off of confirmed outbreak, I would like to reiterate again that this does not mean that we will stop doing everything we can to ensure that the COVID-19 virus does not gain another foothold in the care home. I am committed to continuing to share information with you as we move into the recovery stage of our planning, and encourage you to reach out to the site or email [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org) if you have any questions.

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