

September 29, 2020



Dear residents and loved ones of Good Samaritan Southgate Care Centre,

Further to my letter to you on September 26, 2020, I would like to provide you with more information regarding the visitation process that will begin tomorrow, September 30, 2020.

Indoor visits

As per CMOH order 29-2020, indoor visits are for designated family/support persons, and residents (or their decision makers) can name up to two individuals for this role. In extenuating circumstances, such as end of life, a significant change in health status, or pressing circumstances, access to additional visitors can be accommodated after discussion with and approval by a care manager or the site manager.

We would kindly request that residents or their family decision makers let the care home know at their earliest convenience who the two designated individuals will be for each resident. We must have this information in place prior to booking indoor visits, so please contact Arehl at 780-431-3860 or aocampo@gss.org to let us know who the two people will be.

Good Samaritan Southgate Care Centre has determined, under their risk tolerance assessment, that both (two) designated visitors may visit at the same time if the resident is in a private room or a semi-private with no roommate. Only one designated visitor at a time will be able to visit a resident in a semi-private room where both beds are occupied. In the case where a resident is on isolation or quarantine, visits will not be held unless there are extenuating circumstances. At this time, all indoor visits must take place in a resident's room, and we are not, unfortunately, at this time allowing visitors into the dining room areas.

When a designated family/support person visits the care home, they must enter through the front door and follow all social distancing signage. They will be greeted and then screened using the attached screening questionnaire and have their temperature taken. We ask that you please bring your own pen to fill out the screening tool.

From there, visitors will be given a mask which must be worn at all times while in the building, and will then be escorted to the resident room. The visitor and resident must remain in the resident room for the entire visit. When the visit is over, the visitor must leave the building, following all markings of social distancing while waiting for the elevator, using the elevator and leaving the building through the front entrance.

Please limit personal items brought into the care home, and please sanitize keys, wallets, cell phones before coming into the building. Anything that is brought in to be left with the resident will be sanitized before it goes to the unit, so please let an employee know.

In order to accommodate the screening process of visitors, we are implementing staggered arrival times. These have been set up according to the floor the resident resides on. We will be able to accommodate up to 6 visitors per floor at each arrival time (designated visitors for three residents). We would ask that you call in advance to book your arrival time to eliminate the disappointment of not being able to come in. To book your arrival time, please contact Roopjit at rman@gss.org or 780-431- 3826.

Arrival times are as follows, seven days a week:

- 1st floor – 10 a.m., 12 p.m., 2 p.m., 4 p.m., 6 p.m.
- 2nd floor – 10:15 a.m., 12:15 p.m., 2:15 p.m., 4:15 p.m., 6:15p.m.
- 3rd floor – 10:30 a.m., 12:30 p.m., 2:30 p.m., 4:30 p.m., 6:30 p.m.

We can appreciate that this may not meet the needs of everyone, however, without knowing how many visitors we will have, we need to start here. We will change the process as needed with input from residents, visitors and employees.

Outdoor visits:

In order to cover the screening of our indoor visits, as well as continuing our recreation programming for our residents and our virtual visits, we will only be able to accommodate outdoor visits three days per week. The outdoor visit can be up to five people, including the resident.

When a visitor arrives for an outdoor visit, they will be shown to the visiting area, and our employees will assist the resident in coming out for the visit. As outdoor visitors are not entering the care home, they will not need to be screened at this time. Please note that with our set up, we only have seating for two people at each outdoor visit spot, so if there are more than two, please be prepared to bring your own lawn chair or you will have to have some people stand during the visit. It is imperative that all visitors in the group wear a mask for the entire visit and maintain social distancing of 6 feet between people.

Outdoor visits will also be arranged by floor, with each visit being booked in 30-minute time slots. Please call Roopjit at 780-431-3826 or email at rman@gss.org to book your outdoor visit time slot. Outdoor visits will be set up on the following days:

- 1st floor – Wednesday.
- 2nd floor – Thursday.
- 3rd floor – Friday.

I would also like to remind you that if an in-person visit is not an option for you, that video calling is still available as well and can also be booked by calling Roopjit at the information listed above. As we move forward with opening up the care home to visitors, I want to thank you in advance for your patience and kindness as employees do their best to accommodate everyone's wishes. I know that the residents and our employees are looking forward to welcoming you back.

Sincerely,

A handwritten signature in black ink that reads "Michelle Bonnici". The signature is written in a cursive style with a large, looped initial "M".

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