

September 21, 2020



Dear residents/clients and loved ones of The Good Samaritan Society,

Public Health has advised us that the COVID-19 outbreak at our Good Samaritan Southgate Care Centre is now over. While this is the news that we have all been waiting for, it does not change the fact that we continue to remain diligent in our safety measures at all of our care and group homes. 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.

Last week, the new Chief Medical Officer of Health (CMOH) [Order 32-2020](#) came into effect at all of our homes in Alberta. Of particular note, is the ability for us to allow volunteers to return to our homes if we choose. While the Order enables this change, as an organization, we are currently reviewing what this would mean for our homes and the parameters that would need to be put in place to continue keeping residents and employees safe. We are consulting with the leadership teams at all of our homes, and I would encourage you to share your thoughts on the matter with them. This way, we will have a variety of perspectives on the matter to inform our decision. At this time, we have not decided to allow volunteers to return to our homes, but should that change, I will provide you with an update.

Another significant change for you to note is the processes that we have had to put into place surrounding resident/client outings. Those in our care who are not required to isolate/quarantine, are encouraged (but not required) to stay on the home's property, except in cases of necessity. The resident/client or the alternate decision maker solely makes the determination of what is necessary for them.

Should a resident/client choose to go out, we are required to communicate best practices to them (or alternate decision maker) for safe outings. A handout will be provided to the resident/client (or alternate decision maker) that will highlight several important points, including the importance of maintaining physical distancing, wearing a mask at all times, proper hand hygiene, and so on. Employees will also discuss and explain the Risk of Unknown Exposure chart, which is attached for your review.

Upon return, the resident/client (or alternate decision maker) is expected to have an open discussion with our employees regarding their risk of unknown exposure during the outing and collectively determine the required safety precaution (please see chart below). As per the Order, all residents/clients who follow the resident outing requirements (attached) as required are considered low risk and additional safety precautions would not need to be implemented upon their return.

Order 32-2020 also makes a distinction between same day outings and off-site overnight stays. Residents/clients are permitted to leave the site for extended stays (over 24 hours) off-site, should they or their alternate decision maker choose so. As with any extended outing, please discuss with the care team to help prepare for the time away. Before a resident or client leaves, employees will go over the safe outings best practices. Continuous use of a mask while on off-site overnight stays is only required if physical distancing cannot be maintained, or as per any municipal bylaws that apply to the area. Upon return, a resident who was away for an overnight, or longer, stay, will be assessed using the table below from the Order to determine what safety precautions need to be implemented.

Safe transportation requirements are also included in this Order, and our employees will be required to communicate them to residents/clients and families as appropriate. The requirements from the Order are as follows:

- Transportation within private vehicles (e.g., if a resident drives self or when a visitor or family member picks up a resident).
 - The resident or visitor/family member will ensure that the vehicle has been cleaned and disinfected prior to the resident entering, with focus on high touch surfaces (e.g. handles, steering wheel, window controls, armrests, seat belts, etc.).
 - If the resident is driving their own private vehicle, this is not required.
 - When driving with passengers, driver and all passengers must wear a mask.
 - The driver and resident/passengers will sit as far apart as possible, minimizing the number of passengers in the vehicle (e.g. one driver with resident sitting as far away as possible).

- Public Transit (including city busses, LRT, handi-bus, taxi, uber, etc.).
 - Follow guidelines set out by municipal transit operators to maintain safety.
 - Maintain safe physical distancing.
 - Wear a mask.
 - Frequently use hand sanitizer and especially after having contact with high touch surfaces (e.g. armrests, doors and railings, handles, etc.).
 - Refer to physical distancing tips for public transportation.

- Transportation within Good Samaritan operated vehicles (shuttle buses, vans, etc.).
 - Operator must ensure vehicle has been cleaned and disinfected prior to residents entering, with a focus on high touch surfaces (e.g. handles, steering wheel, window controls, armrests, seat belts, etc.).
 - The driver and passengers must wear a mask (residents, staff, driver).
 - Sit as far apart as possible, minimizing the number of passengers in the vehicle.
 - Frequently use hand sanitizer and especially after having contact with high touch surfaces (e.g. armrests, vehicle doors and handles, etc.).

I know that the past seven months have not been easy, but I am committed to continuing to provide you with the information you need. I want to thank you for your patience and understanding as we have worked through the many changes together. As always, I strongly encourage you to speak to the site or program manager if you have any questions or concerns. You can also email goodsaminfo@gss.org, and our Emergency Operations Centre will respond to your inquiry as soon as possible.

Sincerely,

A handwritten signature in black ink that reads "Michelle Bonnici". The signature is written in a cursive style and is contained within a thin black rectangular border.

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

Resident Returning from Same Day Off-Site Activity – Safety Precautions

Risk of Exposure	Activity Off-Site	Safety Precautions
Low	<ul style="list-style-type: none"> • Infrequent or selective outings • Consistently maintain two (2) metres of distance from others • Mask worn during outings • Consistent hand hygiene • Private vehicle used • All Resident Outing requirements followed 	Twice daily self-check of symptoms for 14 days after returning
Medium	<p><i>There will be many variations that arise between the extremes of high and low risk of exposure</i></p> <p><i>Residents and Operators are encouraged to use their best judgement to determine risk of exposure</i></p>	Continuous use of a mask for 14 days while out of resident room
High	<ul style="list-style-type: none"> • Does not maintain physical distancing and does not wear a mask • Attends large gatherings with known or unknown people • Infrequent or inconsistent hand hygiene • Use of public transit or carpooling where distancing is not consistently maintained and masking is not consistently used • Did not follow Resident Outing Requirements 	14 day quarantine after returning

Resident Returning From Off-Site Overnight Stay - Safety Precautions

Risk Level	Activity Off-Site	Safety Precautions
Low	<ul style="list-style-type: none"> • Household with persons who have low risk of unknown exposure (refer to Table 9) • Followed Resident Outing requirements 	Twice daily self-check of symptoms for 14 days after returning
Medium	<ul style="list-style-type: none"> • Household with persons who have medium risk of unknown exposure (refer to Table 9), and • Followed Resident Outing Requirements 	Continuous use of a mask for 14 days while out of resident room
High	<ul style="list-style-type: none"> • Household with persons who have high risk of unknown exposure (refer to Table 9), or • Stay included participation in public spaces or private events with 15 or more people, known or not known to resident; or • Did not follow Resident Outing Requirements 	14 day quarantine after returning