



October 28, 2020

Dear residents and loved ones of Good Samaritan Lee Crest,

As the weather continues to get colder, I know that outdoor visits are not as easy to conduct. I want you to know that we are actively looking into options to make it possible for these visits to continue throughout the colder months. We have reviewed the visitation risk assessment for the care home in consultation with the resident council, and a decision has been made to continue to limit indoor visitation to the two designated family/support persons for each resident. I would ask that any designated family or support visitors continue to call the care home in advance to arrange visitation times so we can ensure that we are able to maintain appropriate physical distancing at all times.

Compassionate care visits (e.g. end-of-life) will continue as necessary, as will window and outdoor visits. I would like to remind you that virtual visits remain an option and have been well received by many residents and families over the past couple of months. If you haven't had a chance to take part in a virtual visit, I encourage you to reach out to the care home to set one up. We also have a well wishes tool on our website (<https://gss.org/well-wishes/>) where you can send a resident in our care a message and photos.

For those designated family/support persons that will be visiting indoors, please keep in mind that you must wear a mask and follow all care home protocols as we are following the Chief Medical of Health Orders. I want to thank you for continuing to be kind and patient with the employees at our care homes who are implementing the Public Health directives, and I would like to thank you for your understanding.

As we continue to live through this pandemic, know that we are all in this together and that we have the same goal – which is to keep our residents and employees safe. If you have any questions about this matter, please reach out to Angela Henke, site manager, by calling 403-653-2034. 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, appearing to read 'S. Fielding', written over a horizontal line.

Scott Fielding
Vice President of Operations, Quality, and Clinical Supports