



October 14, 2020

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

For the past several months, we have been providing you with weekly letters to keep you informed during the outbreak. As we are now resuming our “new normal” level of operations, we will be moving to monthly communications. This, of course, does not include the regular contact and information that the site shares through emails, phone calls and in-person inquires. In the unfortunate event that we were to go back on outbreak status, we would resume our weekly communications with you.

With that being said, I cannot stress enough how important it is for you to continue providing us with your feedback on the processes that are in place. This includes sharing your thoughts on the current visitation protocols. We want to hear from you, and I would encourage you to reach out to the site leadership team at any time. You can also email goodsaminfo@gss.org, and our emergency operations team will respond as soon as possible.

As a friendly reminder, please continue to follow all of the visitation protocols that are in place to keep everyone safe. This includes booking visits in advance and adhering to the staggered arrival times. While the weather is getting chilly, we are still holding outdoor visits and allowing window visits. For the window visits, please ensure that you stay behind the barrier and that you are not passing items through the windows. I want to thank everyone who has been visiting for your patience and understanding, and for working with us to ensure everything goes smoothly during visits.

As I mentioned above, please continue to provide your feedback to the care home leadership team as we move forward. If you have any questions, please reach out to the site manager, Kelly Kontek, at (780) 431-3840.

Sincerely,

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