



October 9, 2020

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

I am happy to report that Public Health has declared the COVID-19 outbreak on the second floor over. Operations for second floor will now follow the same guidelines that are throughout the building. This includes implementing meal service in the main dining rooms. To keep everyone safe, tables will have less than six residents at them, and these residents will be cohorted (grouped) for all meals moving forward. The tables will also be appropriately distanced from each other.

Some of the other processes that are currently in place to continue keeping everyone at the care home safe include:

- Continuous use of masks in all building areas.
- Employees and residents being screened daily along with a temperature check.
- Ongoing education huddles with employees to reinforce personal protective equipment use.

### **Visitation**

Like the rest of the building, the second floor will now be able to follow the Chief Medical Officer of Health guidelines for visitation. Visits need to be scheduled in order for us to manage the flow of people and to ensure that everyone has an opportunity to see their loved ones. Due to physical distancing and other public health measures that we need to follow, we have to limit the number of people entering the care home at any one time, which is why arranging visits in advance is crucial.

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.

If you haven't already, 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](mailto: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 [rmann@gss.org](mailto:rmann@gss.org) or 780-431- 3826. If you would like to visit on the weekend, please book your visit before 3 p.m. on the Friday before.

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 [rmann@gss.org](mailto:rmann@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.

To facilitate visitation over the Thanksgiving weekend we have increased staffing to coordinate bookings. Please contact the Recreation department at 780-431-3829 as follows:

- October 9<sup>th</sup>, 2020 until 7:00p.m.
- October 10<sup>th</sup> 9:00 – 3:00 p.m.
- October 11<sup>th</sup> 9:00 – 3:00 p.m.

Thank you to everyone who has been visiting for following the safety protocols in place, and thank you for your patience as our employees do their best to accommodate everyone's wishes. 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, or email [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org) and our Emergency Operations Team will respond to your inquiry as soon as possible.

Sincerely,



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