



October 29, 2020

Dear residents and loved ones of Good Samaritan South Ridge Village,

This week, through direction from Public Health, we have placed our care home on outbreak status and are implementing additional precautions. The current outbreak is due to influenza like illness and gastrointestinal illness, and to date, no tests have come back positive for COVID-19. I can assure you that should we have any COVID-19 cases in our care home, we will advise you right away.

Outbreak protocols are in place and include, but are not limited to:

- Employees wearing personal protective equipment (e.g. masks and face shields);
- Contact droplet precautions put in place for any resident showing symptoms; this means they will be isolated in their rooms and additional personal protective equipment will be utilized when caring for them;
- Non-essential outings are discouraged, and essential outings will be reviewed on a case-by-case basis;
- Group activities have been suspended, and we have a recreation aide assigned to each wing to do 1:1 and smaller, physically distanced group activities;
- Hairdressing and tuck shop services have been suspended for the time being;
- Dining areas have been set up in each wing to limit resident movement;
- Increased resident and employee screening;
- We are conducting enhanced cleaning; and
- We are cohorting employees and residents.

We have also decided, based on our recent review of our visitation risk assessment for the care home, to limit indoor visitation to designated support/family visitors for the time being. We would also like to ask that all designated support or family visitors reconsider visiting at this time unless necessary. I know that this change will not be easy for some visitors who are not one of the two designated family/support persons for a resident. However, 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 Orders to keep the residents healthy and safe.

Compassionate care visits (e.g. end-of-life) will continue as necessary. Window visits and outdoor visits can also continue, although we acknowledge that as the weather becomes colder, this is not the best option for many. I can assure you that we are actively looking into options to make it possible for them to continue throughout the colder months.

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.

I know that this is a stressful time, and we will continue to keep you updated on this matter as we receive new information. If you have any questions, please reach out to Christine Bailey, our site manager, by calling (403) 528-5050. If you call and we do not answer right away, please leave a message, and someone will get back to you as soon as possible. I do commit to you that we will continue to provide you with updates should anything change.

Thank you for your patience and understanding.

Sincerely,



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