



October 29, 2020

Dear residents and loved ones of Good Samaritan West Highland Centre,

Due to the rising COVID-19 case numbers, and through a risk assessment conducted at the care home, we have decided to limit indoor visitation to designated support/family visitors for the time being. We will also be putting outdoor visits (those occurring in the breezeway) on hold for now.

Compassionate care visits (e.g. end-of-life) will continue as necessary. Window 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.

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.

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.

We are also strongly encouraging that all non-essential resident outings be avoided. If a resident does choose to go out, they will be reminded to wear a mask at all times, maintain physical distancing, perform proper hand hygiene, and will be subject to a health assessment screening upon return.

If you have any questions about this matter, please reach out to Shelley Price, site manager, by calling 403-380-6275. You can also email [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org), and our Emergency Operations Centre will respond to your inquiry as soon as possible.

Sincerely,

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