



October 23, 2020

Dear residents and loved ones of Good Samaritan Pembina Village,

As we notified you earlier this week, our care home had an employee test positive for COVID-19. At that time, we were placed on an investigative outbreak. Asymptomatic testing has been completed, and we are starting to get the results back. Through this, we have identified that another employee and one of our residents have tested positive for COVID-19. Due to this, we are now considered a confirmed outbreak. Please know that should any resident test positive for COVID-19, primary contacts and legal health representatives will be notified.

We continue to monitor all residents and employees closely and are conducting in-depth screenings twice a day, including temperature checks. As well, we have placed all residents on contact droplet precautions, which means residents will be isolated in their rooms, and employees will wear additional personal protective equipment (masks, face shields, gowns and gloves). They will also be changing personal protective equipment between rooms. I want to assure you that we are working closely with Alberta Health Services, and are complying with the orders from the Chief Medical Officer of Health to take the necessary steps to protect the residents and employees at the care home.

As a friendly reminder, visitation is now limited to compassionate care reasons only (e.g. end-of-life). I would like to thank you for your understanding regarding this change, and I would encourage you to reach out to the care home if you would like to arrange a virtual visit.

We have created a page on our website that will provide up to date case numbers as we receive them. You can view that information here: <https://gss.org/covid-19-outbreak-disclosure/>.

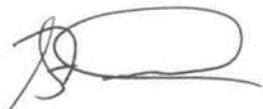
We are currently experiencing high call volumes at the care home, and our employees are doing their best to respond in a timely manner while also actively providing care to the residents. I know that access to timely information about your loved ones is imperative, and I can assure you that if you have left a message, the team at Pembina Village will get back to you as soon as possible.

It is important to note that the health information many of you are calling about can only be accessed and provided by employees that have a clinical background. As well, we are only able to provide health information to primary contacts and legal health representatives. It is then up to those designated people to share that information with other members of the family, if appropriate. All letters, such as this one, that share general information, will be posted on our website (<https://gss.org/preparations-for-covid-19/>).

I would like you to know that we are here to support you and your loved ones and will continue to keep you updated on this matter as we receive new information. If you have any questions, please reach out to Laurie Brown, our site manager, by calling (780) 727-4441. 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,

A handwritten signature in black ink, appearing to read 'Scott Fielding', with a stylized flourish at the end.

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