

October 8, 2020



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

As I mentioned to you in my update last week, we currently have a declared outbreak on the second floor of the care home. All asymptomatic resident testing has been completed, and, to date, all results have come back negative. This is positive news. We continue to follow all public health orders, and are working closely with our partners at Alberta Health Services; we are hopeful that we will move through this outbreak quickly.

I would like to thank everyone who has taken part in a visit over the last week. Your patience and understanding as we implement the new protocols is greatly appreciated. Our employees are working diligently to ensure that everyone is getting a chance to visit with their loved ones. If you would like to book a visit for the weekend, please note that you must do so before 3 p.m. on the Friday before. You can continue to contact Roopjit at [rman@gss.org](mailto:rman@gss.org) or 780-431-3826 to arrange your arrival time.

Please remember that you must book a visitation time in advance. This is important for us to follow all public health guidelines, including maintaining physical distancing through staggered arrival times. Again, thank you for your patience as we try to accommodate the visitation requests from everyone. Please provide your feedback to the care home, as it will be taken into account as we continue to manage visitation moving forward.

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.

As I indicated in my September 26 letter, at the direction of Alberta Occupational Health and Safety (OHS), perimeter tape has been put up around the care home to mark out the required 6-foot distance from the windows that must be maintained for window visits. Please do not cross this perimeter. We are actively working with OHS to see if there are other options we can implement to help facilitate window visits, but that has yet to be determined. Please continue to call 780-431-3860 and leave a message before your window visit that includes the date and time you are visiting and the name of the resident being seen. This information is required by OHS for contact tracing purposes, and we appreciate your assistance with this.

Thank you for your patience and understanding at this time.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Bonnici". The signature is written in black ink and is contained within a thin black rectangular border.

Michelle Bonnici B.A. LL.M  
Interim President and CEO