

September 30, 2020



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

I regret to inform you that two of our employees have tested positive for COVID-19, and due to this, Public Health has advised that the second floor of the care home is now considered a confirmed COVID-19 outbreak. Although this is difficult to hear, we are working closely with Alberta Health Services and Alberta Health to mitigate the spread of the virus.

We do know that these employees worked on the second floor, which is why it is only that floor that is on confirmed outbreak status. Public Health has advised that the first and third floors will be under heightened surveillance. We have been advised that one employee acquired the virus through community transmission, and the other one is unknown. At this time, we do not have any confirmed COVID 19 resident illness.

We will begin asymptomatic testing of all residents tomorrow, starting with second floor residents. At the direction of Public Health, any resident who has tested positive for COVID-19 within the last ninety days will not be tested again. Testing will also be made available to all employees, and we are working with Alberta Health Services to arrange testing.

Employees will continue to follow the Chief Medical Officer of Health Orders and will continuously mask throughout the building. On the second floor, eye shields will also be required, and for those residents who have symptoms and are under isolation, full PPE will be worn.

There will be some day-to-day differences for our residents depending on what floor they reside on. For visitation, residents on the third and first floors may continue to receive designated family/support visitors for indoor and outdoors visits following the protocols outlined in the letter that was provided to you yesterday. Unfortunately, at this time, residents on the second floor will only be permitted visitors in extenuating circumstances (i.e. end of life or change in health status); therefore, any visits scheduled will be on hold until further notice. We will strive to continue to facilitate virtual visits. I encourage you to reach out to Roopjit, our recreation therapist, and she will help arrange virtual visits. You can reach her by emailing [rmann@gss.org](mailto:rmann@gss.org) or calling 780-431- 3826.

Yesterday we announced that we would be opening up the dining rooms, and this will continue for the residents on the first and third floor with physical distancing and other protocols in place. For the residents on the second floor, we will revert to having them eat their meals in their respective wings.

Recreation programming on the second floor will be affected; we will resume 1-1 visits for our residents. Occupational and physical therapy will continue for all residents; however, employees in those areas will visit the second floor last each day to ensure they are not moving from the second floor to one of the others.

Hairdressing services are scheduled to commence on Friday, October 2, 2020, and for the time being, those services will only be offered to residents on the first and third floors.

With the assistance of AHS and Public Health, we are taking a very cautious approach. If you have any questions or concerns, please reach out to the site or care managers at the numbers below, or email [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org) and our Emergency Operations Team will respond as soon as possible.

- Site Manager, Kelly Kontek: (780) 431-3840
- First Floor, Eva Hart: (780) 431-3832
- Second Floor, Megan Jamieson: (780) 431-3842
- Third Floor, Thabith Nzuzu: (780) 431-3852

Thank you for your patience and understanding at this time.

Sincerely,

A handwritten signature in black ink that reads "Michelle Bonnici". The signature is written in a cursive style with a vertical line to its right.

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