



November 26, 2020

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

We were notified today that an employee at the care home who worked on the first floor C wing recently has tested positive for COVID-19. 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.

While we are not on a confirmed COVID-19 outbreak at this time, based on contact tracing and in consultation with Alberta Health Services, we are implementing the following:

- restricting resident movement; the fire doors on the first floor into the C wing will be closed to assist with this.
- employees are wearing personal protective equipment (PPE), including wearing masks and face shields continuously.
- residents of first floor C wing will be placed on contact droplet precautions, meaning employees will wear additional personal protective equipment when entering their rooms and providing care and services;
- residents on the first floor C wing will be receiving meal service in their wing instead of utilizing the dining room in order to limit resident movement;
- increased resident and employee screening;
- cancelling group activities or non-essential services on first floor; and
- continuing our enhanced cleaning protocols.

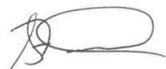
Additionally, we have begun conducting asymptomatic swabbing for all resident and employees on first floor C wing. In the coming days, we will be offering asymptomatic testing to all residents and employees. Should any resident test positive, they, or their primary contact or legal health representative, will be notified right away. Please note that anyone who has tested positive within the last 90 days will not be tested again as directed by Alberta Health Services.

At this time, and until we receive the results of the asymptomatic testing, we will also have to limit visitation on the first floor to compassionate care reasons only (e.g. end-of-life or essential). Please contact the care home to arrange virtual visits, or visit our website (www.gss.org) and use our well wishes tool to send a message or photos to any resident in our care.

I would like to thank you for your understanding as we implement the protocols that are necessary to keep our residents and employees safe. 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 Linda Merrick, our interim assistant director of operations, by calling (780) 431-3854 Ext 83840. 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