



November 27, 2020

Dear residents and loved ones of Good Samaritan Clearwater Centre,

As we notified you yesterday, our care home had an employee test positive for COVID-19. At that time, out of an abundance of caution, we implemented asymptomatic testing for residents in the long term care area and employees, and placed residents under contact droplet precautions. Today, Public Health has informed us that our the long term care pods at the care home are now considered under a confirmed COVID-19 outbreak. The supportive living and cottages are not currently considered under outbreak and will continue to operate as normal. Additional outbreak protocols have been implemented in our long term care areas including:

- restricting resident movement;
- employees are wearing personal protective equipment (PPE), including wearing masks and face shields continuously.
- residents in the long term care pods have been placed on droplet precautions, meaning employees will wear additional personal protective equipment when entering their rooms and providing care and services;
- residents in the long term care area will be receiving meal service in their pod instead of utilizing the dining room in order to limit resident movement;
- increased resident and employee screening;
- cancelling group activities or non-essential services for long term care residents; and
- continuing our enhanced cleaning protocols.

We will be conducting additional asymptomatic swabbing in five days, on December 1. Should any resident test positive, the care home will contact the primary contact or legal health representative right away.

As a friendly reminder, visitation is now limited to compassionate care reasons only (e.g. end-of-life) for the long term care area. 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/>.

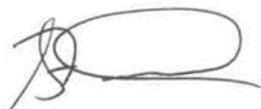
We are currently experiencing high call volumes at the care home, and our employees are doing their best to respond in a timely manner while also actively providing care to the residents. I know that access to timely information about your loved ones is imperative, and I can assure you that if you have left a message, the team at Clearwater Centre 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 Kiza Trentham, our site manager, by calling (403) 845-6033. 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.

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