



November 21, 2020

Dear residents and loved ones of Good Samaritan Dr. Gerald Zetter Care Centre,

We were notified today that an employee at the care home who worked on the second floor 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.

In consultation with public health, outbreak protocols are in place and include, but are not limited to:

- restricting resident movement throughout the care home. Fire doors on the second floor will be closed to assist with this.
- employees are wearing personal protective equipment (PPE), including wearing masks and face shields continuously.
- residents of two north will be placed on droplet precautions, meaning employees will wear additional personal protective equipment when entering their rooms and providing care and services;
- residents on the second floor 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; and
- continuing our enhanced cleaning protocols.

Additionally, all resident asymptomatic swabs were completed today, and we are going to be starting employee swabbing tomorrow. Should any resident test positive, their primary contact or legal health representative will be notified right away.

At this time, and until we receive the results of the asymptomatic testing, we will also have to limit visitation on the second 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.

We will be updating the case numbers on our website (<https://gss.org/covid-19-outbreak-disclosure/>) regularly, and we will be providing you with weekly communications unless there is something urgent to update you on regarding the situation.

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 Crystal de Jong, our site manager, by calling (780) 431-3634. 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,

Edythe Andison
Interim Incident Commander

On behalf of:

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