



November 3, 2020

Dear residents and loved ones of Good Samaritan Pembina Village,

As we continue to deal with the COVID-19 outbreak, we know that having a family member or loved one at the care home during this time can be very stressful. It can give rise to anxiety, worry and many questions, which we want to ensure we are answering. In order to keep you informed, I wanted to provide you with an update on our current case numbers. At the care home we currently have:

- Seventeen COVID-19 resident cases; and
- Three COVID-19 employee cases.

As we are still within fourteen days of the outbreak being declared, we will likely see additional cases from the initial exposure that would have occurred. For this reason, weekly asymptomatic testing will continue I can assure you that when any resident tests positive, or should any resident start to decline, we will notify the primary contact or legal health representative immediately.

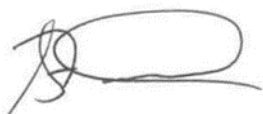
We have received questions as to how the virus entered the care home, and while I wish I could give you a definitive answer, we will likely never know. We continue to work closely with Alberta Health Services and Public Health to ensure that all guidelines are in place to keep residents and employees safe. We have had audits recently conducted by both organizations, and I can report that all measures are being followed correctly and are in place.

Please keep in mind that we are only able to share health information with a resident's primary contact or legal health representative. We are also not able to provide this information electronically (e.g. e-mail) due to privacy concerns. We kindly ask that primary contacts request this information and then share with other loved ones as appropriate to assist us with the high call volume we are currently experiencing.

If you have any questions or concerns, please reach out to Laurie Brown, our site manager, by calling (780) 727-4441. 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 'S. Fielding', with a large, stylized flourish extending to the right.

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