



November 1, 2020

Dear residents and loved ones of Good Samaritan West Highland Centre,

Public Health has notified us that our care home has an employee who has tested positive for COVID-19, and so, we are now on outbreak.

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.

Outbreak protocols are in place and include, but are not limited to:

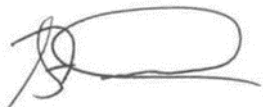
- asymptomatic testing of residents and employees;
- restricting resident movement throughout the care home;
- employees wearing personal protective equipment (PPE);
- increased resident and employee screening;
- cancelling group activities or non-essential services; and
- continuing our enhanced cleaning protocols.

At this time, we also have to limit visitation to compassionate care reasons only (e.g. end-of-life). 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 Shelley Price, our site manager, by calling (403) 380-6275. 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,

A handwritten signature in black ink, appearing to be 'S. Fielding', written over a horizontal line.

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