



November 5, 2020

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

I wanted to provide you with an update on the evolving situation at our care home. Recently, we have been notified by Public Health that a resident on the first floor has tested positive for COVID-19, meaning that we now have one resident case and two employee cases.

Due to this, we have placed all residents living on the first and second floor on contact droplet precautions, which means residents will be isolated in their rooms. The employees will wear additional personal protective equipment (masks, face shields, gowns and gloves) and they will also be changing personal protective equipment between rooms. 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. All other outbreak protocols that I outlined for you in my November 1 letter remain in place.

We are going to be continuing with weekly asymptomatic testing for residents and employees, but if a resident begins to show symptoms, they will be tested immediately. Primary contacts or legal health representatives will be notified right away if their loved one tests positive for COVID-19. While we will be sending out weekly communications at minimum to keep you informed on the situation, if you would like to see the most up-to-date disclosure numbers, please visit <https://gss.org/covid-19-outbreak-disclosure/>.

As a friendly reminder, visitation is now limited to compassionate care reasons only (e.g. end-of-life). 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. You are also able to send well wishes through our website to any resident in our care (www.gss.org/well-wishes).

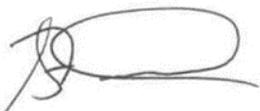
We are currently experiencing higher than average call volumes at the care home, and our employees are doing their best to respond in a timely manner while also actively providing care to the residents. I know that access to timely information about your loved ones is imperative, and I can assure you that if you have left a message, the team at West Highland 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/>).

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 read 'Scott Fielding', with a stylized flourish at the end.

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