



November 8, 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. We have received confirmation that we now have a total of seven employees who have tested positive for COVID-19. I can confirm that we still have only one resident case.

Due to where some of the employees who tested positive last worked, we have placed the cottage on contact droplet precautions like we have done for the first and second floors. This means that wherever possible, residents will be isolated in their rooms. Employees will wear additional personal protective equipment (masks, face shields, gowns and gloves) and they will also be changing personal protective equipment between rooms.

Weekly asymptomatic testing for residents and employees, will continue, 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 visitation is currently limited to compassionate care reasons only (e.g. end-of-life), I encourage you to make use of the virtual visits by calling the care home to set one up. You can also send written well wishes and photos through our website by visiting 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 Ext 52222. 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