



November 20, 2020

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

I am happy to report that as of today, all of our outstanding asymptomatic swabs have come back negative. In addition, our one positive resident and our seven positive employees are all now deemed recovered by public health.

Working closely with our partners at Alberta Health Services and Alberta Health, it has been determined that we will start to remove droplet precautions on the second floor beginning on Monday followed by the first floor and the cottage. Our plan is to have everyone off precautions by Tuesday at the latest, meaning that all residents will be able to leave their rooms.

It is important to note that our care home is still considered on outbreak at this time, and that will remain the case until public health declares otherwise. We are currently working on phased plans to bring operations back to normal levels based on the Chief Medical Officer of Health (CMOH) guidelines, which will include implementing procedures for dining and recreation activities. This work is being done in consultation with Alberta Health Services and Alberta Health so we can ensure that we are doing things as safely as possible for our residents and employees. Providing quality and safe care and services to our residents remains a top priority. The global pandemic has brought on new challenges, but that does not change our commitment to the health and wellbeing of our residents.

In consultation with Alberta Health Services, it has been decided that we can begin to allow designated family/support visitors back into the care home on Tuesday, November 24, 2020. Visits will need to be scheduled in order for us to manage the flow of people and to ensure that everyone has an opportunity to see their loved ones. Due to physical distancing and other public health measures that we need to follow, we have to limit the number of people entering the care home at any one time, which is why arranging visits in advance is crucial.

Please remember, this is going to take all of us to ensure that visitation can happen safely. It is imperative that once visitation begins, all designated visitors:

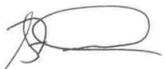
- Understand the risk of exposure to COVID-19 (for self and others);
- Follow all related site policies and public health measures in place; and
- Remain vigilant in protecting themselves and others both while on site as well as off site.

At this time, and based on the site risk tolerance assessment that was done shortly before the outbreak, we will not be allowing social visits when the outbreak is declared over. However, compassionate care visits and those deemed essential will continue as normal.

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.

Thank you for your patience and understanding.

Sincerely,



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