



December 1, 2020

Dear residents and loved ones of Good Samaritan Southgate Care Centre,

We were notified today that we now have four employees who have tested positive for COVID-19, and so we are now on a confirmed COVID-19 outbreak. I want to assure you that we continue to work closely with Alberta Health Services, and we have implemented some additional protocols as follows:

- restricting resident movement; all of the fire doors on all three floors will be closed to assist with this.
- Any resident who has symptoms or has had potential exposure will be placed on contact droplet precautions and required to isolate in their room. This also means that employees will wear additional personal protective equipment when entering their rooms and providing care and services;
- residents will be receiving meal service in their wing instead of utilizing the dining rooms to limit resident movement;
- cancelling group activities or non-essential services for all floors; residents will receive one-to-one recreation; and
- hairdressing services are cancelled for the time being;

We are also continuing our enhanced cleaning protocols, and employees are wearing personal protective equipment as outlined in the Chief Medical Officer of Health orders.

Asymptomatic swabbing will be undertaken again on December 3 and 4 for all residents and employees. Should any resident test positive, they, or their primary contact or legal health representative, will be notified right away. Please note that anyone who has tested positive within the last 90 days will not be tested again as directed by Alberta Health Services.

At this time, we are also limiting designated family/support visitors from coming to the care home unless deemed essential on a case-by-case basis in order to limit the number of people in the building. Compassionate care visits will continue as necessary (e.g. end-of-life). Please contact the care home to arrange virtual visits, or visit our website ([www.gss.org](http://www.gss.org)) and use our well wishes tool to send a message or photos to any resident in our care.

If you have any questions, please reach out to Linda Merrick, our interim assistant director of operations, by calling (780) 431-3854 Ext 83840. 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,



Scott Fielding

Vice President of Operations, Quality, and Clinical Supports