



December 23, 2020

Dear residents and loved ones of Good Samaritan Dr. Gerald Zetter Care Centre,

Since our last update, our current active cases at the care home are as follows:

- Fifteen resident active COVID-19 cases. (One (1) on 3N, two (2) on 3S, and twelve (12) on 3N),
- Ten residents have recovered.
- Eleven employee active COVID-19 cases.
- Five employees have now recovered.

As you know, sadly, three residents have passed away and our thoughts and prayers are with their families and friends. Our employees and the residents form strong bonds; they are a tight-knit community, so I know they are grieving as well. Chaplaincy support is available at the care home for any residents, families or employees.

We continue to work closely with Alberta Health Services (AHS) and Public Health on managing the outbreak, and our top priority is the safety and well-being of our residents and our employees, and we are grateful for the additional support and guidance they are providing.

Asymptomatic testing was conducted earlier this week for residents and employees, and we are currently waiting for results. The next round of asymptomatic testing will take place on December 29. I can assure you that should any resident test positive, their primary contact or legal health representative will be notified right away.

A focus for us continues to be on increasing staffing and putting additional supports in at the care home. Our educators are also at the care home assisting with ongoing education and training for staff. For example, they are doing touchpoints to ensure employees are wearing personal protective equipment properly.

We continue to experience high call volumes at the care home, and our employees are working to respond to messages as soon as possible. We understand that this issue is happening in real-time, and we also appreciate families have important questions that need answers. Thank you for your patience as we work to respond to everyone.

Please keep in mind that we are only able to share health information with a resident's primary contact or legal health representative. We are also not able to provide this information electronically (e.g. e-mail) due to privacy concerns. 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.

As we mentioned in last week's update, our employees are some of the first in the province to be offered the COVID-19 vaccine, with many being immunized this week. Please note that immunized healthcare workers are still required to adhere to existing personal protective equipment guidance and all COVID-19 infection, prevention and control requirements. Once we know more about when residents will be vaccinated, we will share that information with you.

We have also received many questions if people can drop off items for their loved ones, including gifts, and you can, but please ensure that they are in a package that can easily be wiped down and is labelled with the resident's name.

Social visits continue to be on hold. We are kindly asking all designated family and support visitors not to visit the care home unless deemed essential to the resident's well-being. If you are a designated visitor and must visit in person, please call the care home to schedule your visit in advance so we can continue to limit the number of people in the building at one time. Compassionate care visits (e.g. end-of-life) will continue as normal.

We know with Christmas upon us, it's hard not to see those that we love in person. Please continue to reach out to the care home to arrange virtual visits or www.gss.org/well-wishes to share photos and messages with those in our care.

As always, you can see the most up-to-date case numbers on our website (<https://gss.org/covid-19-outbreak-disclosure/>). If you have any questions, please reach out to Crystal de Jong, our site manager, by calling (780) 431-3634. 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,

A handwritten signature in cursive script that reads "Edythe Andison".

Edythe Andison
Interim Incident Commander

On behalf of:
Scott Fielding
Vice President of Operations, Quality, and Clinical Supports