



December 6, 2020

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

It is with a heavy heart that I inform you one of our residents who was COVID-19 positive has passed away. I also need to notify you that we had a second resident who had originally tested negative who passed away. However, after their passing, we received the result from a second test that was completed, and it came back positive. While any death from this virus is one too many, I know that these two weigh heavily on our employees as they are a tight knit group who really bond with those they care for. On behalf of the entire organization, I would like to say that our thoughts and prayers are with their families and friends during this difficult time, and we are deeply sorry for their losses.

I know that this information is concerning, but I would like to assure you that we continue to comply with all of the Public Health orders and will continue to work closely with Alberta Health Services to mitigate the spread of the virus. All outbreak protocols that I outlined in my previous communications with you continue.

Our current active cases at the care home are as follows:

- One resident active COVID-19 case.
- Two employee active COVID-19 cases.

One employee has recovered. To stay up-to-date on current case numbers, please visit our website (<https://gss.org/covid-19-outbreak-disclosure/>). You can also email goodsaminfo@gss.org or call the care home directly if you have any questions.

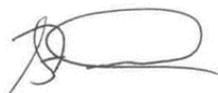
Asymptomatic testing will occur again this week for residents and employees. Should any resident test positive, their primary contact or legal health representative will be notified right away.

At this time, we are limiting designated family/support visitors from coming to the care home unless deemed essential on a case-by-case basis 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) and use our well wishes tool to send a message or photos to any resident in our care.

During this difficult time, I want to assure you that our employees are doing everything they can to keep our residents safe and cared for. 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 black ink, appearing to read 'S. Fielding', with a stylized flourish at the end.

Scott Fielding

Vice President of Operations, Quality, and Clinical Supports