



December 23, 2020

Dear residents and loved ones of Good Samaritan Mill Woods Centre,

I have to inform you that a second employee at the care home has tested positive for COVID-19. Due to this, we are currently awaiting guidance from public health regarding an outbreak status, but at this time we still remain on investigative outbreak. I want to assure you that we will be working closely with Alberta Health Services, and are complying with the orders from the Chief Medical Officer of Health to take the necessary steps to protect the residents and employees at the care home. Out of an abundance of caution, outbreak protocols are in place and include:

- All group activities and non-essential outings or services have been cancelled. Residents will receive one-to-one recreation.
- Enhanced cleaning is being conducted throughout the building.
- Residents and employees are undergoing additional screenings, including temperature checks. Employees will be monitoring residents closely for COVID-19 symptoms.
- Residents are isolating in their rooms and will receive meal service there.
- Employees continue to wear a mask and face shield at all times.
- We are coordinating with Alberta Health Services to determine when another round of asymptomatic swabbing will be undertaken.

At this time, all social visits remain on hold. We are also asking all designated family and support visitors to please limit your visits to the care home unless deemed essential to the resident's well-being. If you must visit in person, please call the care home to arrange a time. Compassionate care visits (e.g. end-of-life) will continue as normal. I would strongly encourage you to reach out to the care home to arrange virtual visits or visit [www.gss.org/well-wishes](http://www.gss.org/well-wishes) to share photos and messages with those in our care.

If you have any questions, please reach out to Sathya Balasubramaniam, our site manager, by calling (780) 413-3501. 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