



January 13, 2021

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

Since my last update to you on January 6, I need to share the sad news that we have had fourteen residents pass away from COVID-19 during this outbreak. While words can never suffice, our hearts go out to those families and friends affected by these losses. If anyone needs someone to speak to during this difficult time, please know that chaplain support is available.

Our current COVID-19 case numbers are as follows:

- Thirty-two active resident COVID-19 cases (6 cases on 1st floor, 20 cases on second floor, 6 cases on the third floor).
- Sixteen residents have recovered.
- Twenty active employee COVID-19 cases.
- Seventeen employees have recovered.

I would also like to report that tentatively on January 16, the plan is to move ahead with the first dose of the COVID-19 vaccine for those residents we have obtained consents for. This is of course dependent on vaccine availability and direction from Alberta Health Services. Should this date change, we will let you know as soon as possible.

I also want to reiterate that all outbreak protocols remain in place throughout the building and we are working diligently to reduce the risk of transmission. Enhanced cleaning throughout the building continues to be a priority, and we are working closely with Alberta Health Services and Public Health.

As I indicated in my last letter to you, during this outbreak we are seeing more people who are asymptomatic, which is why our weekly asymptomatic testing is so vital. Asymptomatic testing was completed yesterday for residents and employees and results are pending. Please know that if a resident tests positive, their primary contact and legal health representative will be notified right away.

Some of you have reached out to the leadership team at the care home wondering about whether or not we need to increase staffing levels. I can assure you that we are maintaining higher than usual staffing levels for the number of residents we are currently serving, and we are utilizing agency staffing whenever necessary to provide support. Ensuring that the resident's have the care and services they need is our top priority.

At this time, all social visits remain cancelled. While designated family/support visitors are able to visit per the current Public Health Orders, we kindly ask designated visitors not to visit the care home unless absolutely necessary to the residents well-being to limit the number of people in the building. If you are a designated visitor and must visit in person, please call the care home to schedule your visit in advance. Compassionate care visits will, of course, continue as necessary (e.g. end-of-life). 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.

Please visit our website to see the most up-to-date case numbers in between our weekly updates: <https://gss.org/covid-19-outbreak-disclosure/>.

It is important to us that you are receiving the information that you need. If you have any questions, please do not hesitate to reach out to the care home, or email goodsaminfo@gss.org. Of course, please keep in mind that we can't share private health information over email, and that we can only share that information over the phone with legal health representatives and primary contacts. Please continue to reach out to Linda Merrick, our interim assistant director of operations, by calling (780) 431-3854 Ext 83840.

Thank you for your patience and understanding.

Sincerely,



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