



January 6, 2021

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

Our current COVID-19 case numbers are as follows:

- Thirty-seven active resident COVID-19 cases (11 cases on 1st floor, 23 cases on second floor, 3 cases on the third floor).
- Five residents have recovered.
- Twenty-one active employee COVID-19 cases.
- Eight employees have recovered.

Sadly, eight residents have passed away, and our sincere condolences go out to their loved ones during this difficult time. Chaplain support continues to be available at the care home if any residents, family members or employees need someone to speak to.

I know that many of you are reaching out to the care home wanting to know how the virus is spreading in the care home. I want you to know that our employees are doing everything they can to mitigate the risk of transmission, and have implemented and are following all public health precautions. All of the outbreak protocols outlined in earlier communication remain in place, and a recent audit was completed by Alberta Health on December 31, and reaffirmed that all infection prevention and control processes are in place and being followed. Enhanced cleaning of the entire building continues to be a priority, and we continue to work closely with Alberta Health Services.

During this outbreak we are seeing more people who are asymptomatic, which means they do not have symptoms and we are catching them through the weekly asymptomatic testing that is being conducted. Asymptomatic testing was conducted yesterday and today, and as always, if a resident tests positive, their primary contact and legal health representative is notified right away.

Our number one priority continues to be the health and well-being of the residents and our employees. We are maintaining higher than usual staffing levels for the number of residents we are serving during the outbreak, and we are utilizing agency staffing whenever necessary to provide support. None of our Good Samaritan Southgate Care Centre employees are working at multiple care homes in line with the single site Public Health Order. We are confident that our employees are working diligently to provide the best care possible.

Some questions have come in regarding the personal protective equipment supply (PPE), and I can assure you that we are currently maintaining appropriate levels of PPE for our employees. In addition, we are conducting regular PPE audits with our employees to ensure that everyone is following the proper protocols.

As well, I want to share with you that this week, those residents that we have consent for will begin to receive their COVID-19 immunizations, which is positive news. All residents who we have consent for will be vaccinated, including any who are currently positive for COVID-19 unless they are showing significant symptoms at the time of their appointment.

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/>.

As always, we are committed to getting you the information you need. If you have questions that are not answered in these weekly updates, please reach out to the care home, or if they are not resident specific, please email goodsaminfo@gss.org and we will respond as soon as possible. Should a lot of questions come in on the same matter, we will look at creating a frequently asked questions document that we can share with all of our residents and their loved ones. 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