



January 26, 2021

Dear Good Samaritan families and individuals,

I wanted to reach out to you to provide you with an update on our current COVID-19 response.

While we are starting to see case numbers lower across the province, which is good news, indoor social visits remain on hold for all of our homes. Designated family may continue to visit with their respective loved one indoors, only if necessary to the individual's well-being, we continue to encourage virtual visits with family and friends for individuals to stay connected to their loved ones. Designated visitors must continue to contact the Program Manager of the home to determine necessity of visit and if determined necessary an appropriate time will be scheduled to visit the home. Any designated visitor will also be required to wear a mask upon arrival, and one will be provided to you.

As you know, the provincial government has recently loosened some restrictions, but that does not include social gatherings. For this reason, individuals should not be visiting with anyone that is not one of their two designated family or support visitors. As well, if a designated family or support person does not live alone, individuals should not be visiting their household per the public health orders currently in place. We continue to encourage individuals not to leave the home unless essential. If an individual or their designated family or support person chooses to have the individual leave the home, regardless of their time away, the individual will be required to undergo a screening protocol upon return, including a risk assessment. The risk assessment will determine if there are additional protocols that will need to be put in place to keep those we care for and our employees safe (e.g. isolation).

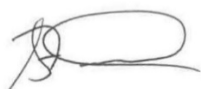
I know that it is not easy being unable to see your loved ones. On behalf of our employees I want to sincerely thank you for being understanding as we implement the protocols necessary to keep everyone as safe as possible. Again, I encourage you to reach out to the home to arrange virtual visits.

While we have seen our long term care and supportive living residents and employees begin to receive the first dose of the COVID-19 vaccine, we are still actively working to determine when our employees and individuals in our Program for Persons with Developmental Disabilities will have their opportunity. I can assure you that we will share more information with you once we have it, and we continue to advocate with Disability Services and Alberta Health Services on this matter.

Finally, we continue to request that should any visitor learn they have COVID-19, or if you become ill with any COVID-19 symptoms within 48 hours of visiting a home, that you notify the program manager right away. Please also continue to reach out to them should you have any questions or concerns.

Again, thank you for your patience, support and understanding as we have gone through these last eleven months.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott Fielding', with a stylized flourish at the end.

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