



February 17, 2021

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

I know it has been a long road throughout this outbreak, but today I can report that we no longer have any active resident or employee cases of COVID-19 at the care home. That puts our current numbers as follows:

- Forty-nine residents have recovered.
- Sadly, sixteen residents have passed away.
- Forty-seven employees have recovered.

I would like to take a moment to provide our sincere condolences to everyone who has had a loved one pass away due to COVID-19. Words are never enough, but our thoughts and prayers go out to everyone affected, including those employees who cared for them and were close to them.

Despite having no active cases, it does not take away from the work that still needs to be done to ensure that we can end this outbreak. I can assure you that all public health orders continue to be followed, and outbreak protocols remain in place until we are advised otherwise by Alberta Health Services (AHS). We will continue to provide you with information as we consult with AHS and Alberta Health to determine when the outbreak may be declared over and what resuming more normal operations will look like.

In the meantime, social visits remain on hold, but I encourage you to continue to reach out to the care home to arrange virtual visits or use our well-wishes tool on our website to send messages or photos (www.gss.org/well-wishes) to those in our care. While designated family/support visitors can visit, we kindly ask them not to visit the care home unless absolutely necessary to the resident's 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 visit our website to view the most up-to-date case numbers (<https://gss.org/covid-19-outbreak-disclosure/>), and you can contact Kenchera Ingraham, our site manager, by calling (780) 431-3854 Ext 83840.

Thank you for your patience and understanding.

Sincerely,

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

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