



April 18, 2021

Dear residents and loved ones of Good Samaritan Linden View,

We have been notified that an individual who was working at our care home has tested positive for a COVID-19. Due to this, Public Health has advised that the main building is now considered on a confirmed COVID-19 outbreak. At this time, the cottages are not impacted and will continue to operate as normal. I want to assure you that we are 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.

Outbreak protocols are in place and includes:

- As we investigate which residents have been in close contact with the individual, at the direction of the Medical Officer of Health, we have placed all residents on the first and second floors on contact and droplet precautions out of an abundance of caution. This means they are isolating and will receive care and services in their rooms.
- Asymptomatic testing for residents and employees is taking place today. Should a resident test positive, their primary contact or legal health representative will be notified right away.
- We are cohorting employees when possible.
- Employees are wearing personal protective equipment (PPE).
- Increased resident and employee screening.
- Cancelling group activities or non-essential services and non essential appointments.
- Additional enhanced cleaning protocols throughout the building.

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 whenever possible unless deemed essential to the resident's well-being. Compassionate care visits (e.g. end-of-life) will continue as normal.

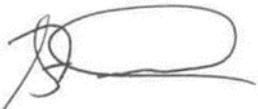
I would strongly encourage you to reach out to the care home to arrange virtual visits or visit www.gss.org/well-wishes to share photos and messages with those in our care.

Moving forward, we will be providing you with weekly formal communications like this letter unless there is a significant change. In order to stay up-to-date on current case numbers, please visit our website (<https://gss.org/covid-19-outbreak-disclosure/>).

I want to thank you for your understanding as we implement the protocols that are necessary to keep our residents and employees safe. If you have any questions, please reach out to Laurel Stryda, our site manager, by calling (403) 223-3341. If you call and we do not answer right away, please leave a message, and someone on the Linden View team will get back to you as soon as possible.

Thank you for your patience and understanding.

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