



April 30, 2021

Dear residents and loved ones of Good Samaritan South Ridge Village,

We have been notified that an employee is currently awaiting confirmation of a possible positive COVID-19 result. While we are not yet on a declared outbreak, I can assure you that we are working closely with Alberta Health Services and are complying with the orders from the Chief Medical Officer of Health.

Out of an abundance of caution, outbreak protocols are in place for the **first floor north wing** and include, but are not limited to:

- Any potentially affected residents have been placed on contact and droplet precautions, which means they are isolating in their rooms and being provided care and services there.
- All group activities and non-essential outings or services have been cancelled. Residents will receive one-to-one recreation.
- Enhanced cleaning is being conducted throughout the building.
- Residents and employees are undergoing additional screenings, including temperature checks. Employees will be monitoring residents closely for COVID-19 symptoms.
- Cohorting employees whenever possible.
- The rest of the building and cottages will continue to operate as normal.

At this time, all social visits remain on hold. We are also asking all designated family and support visitors to please limit their visits to the care home 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.

If there are significant changes, we will update you right away. If you have any questions, please contact Christine Bailey, our site manager, by calling (403) 528-5050. If you call and we do not answer right away, please leave a message, and someone will get back to you as soon as possible.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in cursive script that reads "Edythe Andison".

Edythe Andison
Director of Quality and Clinical Supports
Good Samaritan Emergency Operations Centre Incident Commander