



August 31, 2021

Dear Residents and Loved Ones of Good Samaritan Hillside Village,

We have been informed that three staff members and one resident have tested positive for COVID-19. As a result, public health has placed our care home on outbreak status until further notice. GSS is working with staff and public health officials at Hillside Village to identify anyone who may have been exposed and to take steps to protect the health of all residents, families and staff.

This outbreak does not mean that your family member is sick with COVID-19. Those residents that have not been fully vaccinated have been tested and are not on isolation at this time. In addition, any resident identified as a close contact has been notified. GSS has already put precautionary measures in place. These include:

- Enhanced screening of residents for symptoms twice daily.
- All residents in the main building are currently being swabbed.
- Asymptomatic swabbing continues to be offered to staff.
- Enhanced environmental cleaning.
- All essential visitors are to wear masks at all times.
- End of Life/palliative visits will continue.
- Non urgent appointments are on hold.

The health and safety of residents, families and staff is our first priority and a responsibility we take very seriously. Should there be any further updates, we will provide these to you as we receive them and will do an update weekly until the outbreak is declared over.

I would like to remind you once again that virtual visits can still be arranged by contacting the care home, or visit our website (www.gss.org) and use our Well Wishes tool to send a message or photos to any resident in our care.

COVID-19 cases are increasing in the community and immunization is still available for those who have not had the opportunity as yet. If you have not been immunized and wish to be, or if you should you have any questions or concerns, please contact Mathew Sonmor, Site Manager, at (250) 804-4814.

Sincerely,

Candice Christenson,
Vice President and Chief Clinical Officer