

March 24, 2020



Attention: Residents and Loved Ones of Good Samaritan Canada care homes

As you are likely aware, on March 18, the British Columbia government declared a provincial state of emergency to support the province-wide response to the COVID-19 pandemic. As an organization, we are working in partnership with the Ministry of Health and the BC Centre for Disease Control in this effort.

The COVID-19 situation is evolving very quickly, and based on feedback that we have received from residents and families, we have decided as an organization to implement stricter protocols concerning essential visitors to ensure the safety of our residents and staff.

Effective Thursday, March 26, essential visits will be limited to only those residents receiving compassionate care (for example, those that are at the end of life or enduring a critical illness). Visitation for compassionate care reasons will still be limited to one person, and they will need to pass screening beforehand.

While we understand that this may be a hardship for our residents and their loved ones, please understand that COVID-19 is a particular risk to older adults and those with heart or lung disease, or multiple chronic conditions. Prevention of infection is the most critical step we can take in protecting one of our most vulnerable populations, those in congregate living. While fully appreciating the need to find the balance between visitor restriction and ensuring continued quality of life for residents, visitor restriction is one of the most important tools we have available to us.

Please know that we understand the importance of visits from family and loved ones to our residents, and we appreciate your support in helping us keep everyone safe. As we move forward, we will work together to meet the needs of your loved one.

We are looking at other ways to help our residents and their loved ones connect, and we are certainly open to suggestions.

If you are unable to visit a loved one in our care homes, please consider using our “well wishes” form on our website (www.gss.org) to send them a personal note. Messages are delivered by our staff the first business day after they are received.

We appreciate your cooperation to ensure that we keep our residents, employees and volunteers safe.

We will provide more information as it becomes available, and if you have any questions or concerns, please speak to your site manager.

Sincerely,

A handwritten signature in black ink that reads "Michelle Bonnici". The signature is written in a cursive, flowing style with a large, prominent 'M' and 'B'.

Michelle Bonnici
Interim President and CEO