

April 24, 2020



Dear Good Samaritan families,

We appreciate that this is a difficult time for all of you and the inability to visit your loved ones in our care is not making things any easier. I would like to take this opportunity to provide you with some comfort and reassurance by sharing some insights into our efforts at Good Samaritan as we navigate through this global pandemic. Please know that all of our employees are committed to keeping your loved ones safe, healthy and happy. As part of our residents' wellbeing, we encourage you to continue to connect with your loved ones in creative ways as it helps brighten up their day. Here are some ideas:

- Send well wishes through our website by visiting [www.gss.org](http://www.gss.org), clicking on “contact” and then selecting “well wishes”. These are sent to the care and group homes each business day, and our employees deliver them and if required, read them to our residents.
- Another way our care homes have been working on connecting residents with their loved ones is through video chats, and you can call your respective location to arrange a time to visit that way. As a charity, through the generous support of our donors, we have been able to purchase additional iPads that will be sent to our care and group homes so they can arrange even more visits. If you're interested in donating to continue to support initiatives such as this, please visit [www.gss.org/donate](http://www.gss.org/donate). All funds received go directly to making life more for those in our care.
- Many of our care homes have set up visiting through the windows, and the residents and employees both love the window hangings and other shows of support that loved ones are leaving outside the homes. If you would like to arrange a date and time to set up a window visit, please call the home to discuss.

I know that our employees are very creative in what they are doing to keep you connected while following the public health orders. So please reach out to them to find out how we can help you keep in touch with those in our care.

I also want to assure you that we are working diligently, and following the directives put in place by the health authorities and the medical officers of health. We are doing our absolute best to keep COVID-19 out of our homes. Some measures we have put in place include restricting visitors, physical distancing guidelines, and enhanced cleaning. As well, both Alberta and British Columbia will be moving ahead with single-site staffing very soon, which will only allow employees to work at one care home moving forward. This will further limit the number of different people that are around the residents, keeping them safer.

As we continue to live through this pandemic, know that we are here to help and answer any questions you might have. Please continue to reach out to the leadership team at the care or group home where your loved one lives, or you can email us at [goodsaminfo@gss.org](mailto:goodsaminfo@gss.org). As well, visit our website, [www.gss.org](http://www.gss.org), as we keep it up to date with information on our response to COVID-19. You can also follow us on Facebook, Twitter and Instagram by searching for @goodsamaritanCA. We share stories and photos from our homes daily, and they are another way we hope you can feel connected. As well, I have posted a video on YouTube to share information with families and loved ones. You can find it here <https://youtu.be/i6KhWISNfMg>, or on our Facebook and Twitter pages.

I do want to thank you for your faith in us during this time, and your patience and strength as we deal with an unprecedented situation. Your loved ones are family to us; our employees genuinely love, cherish and respect all the individuals in our care.

Stay healthy and safe.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Bonnici".

Michelle Bonnici  
Interim President and CEO