

June 12, 2020



Dear Good Samaritan Assisted Living Residents,

We want you to know that our employees are dedicated to keeping you safe during this time. Living through this pandemic has not been easy for you, and we are committed to doing everything we can to ensure you are happy and healthy. As things continue to change throughout this pandemic, I wanted to reach out to you to provide you with some information specific to your situation and information on how we are working to keep you safe.

You will have noticed that employees are wearing Personal Protective Equipment (PPE) when interacting within 2 metres of you, including a mask and shield. Wearing of PPE is a requirement that was put in place by the Ministry of Health to help keep you safe.

As you know, on-site visitation has been suspended as per the Provincial Health Officer (PHO). A friendly reminder that you are not able to visit with a resident in long term care unless you are their designated essential visitor. This also means that you are also not able to have visitors to the care home. As per the PHO, visitation at the care home is restricted to essential visitors only. Visits at this time are for compassionate and end of life reasons only, and all essential visitors will be screened beforehand for signs and symptoms of COVID-19. Should visiting restrictions change, we will be sure to update you.

As assisted living residents, we recognize that you are required to be independent and need to access services in the community (e.g. buying groceries). We ask that if you choose to go off-site that you only do so only for essential reasons and that you practice physical distancing, wear a mask and use hand sanitizer.

If you need information on grocery and supply delivery options, please speak to the leadership team at your care home. For now, we would kindly ask that your friends and families refrain from dropping off non-essential items. All items coming into the care home are disinfected upon entry to the building before being delivered, so please keep that in mind when having items dropped off.

Screening for COVID-19 is one of the ways that we are working to keep your home safe for you and our employees. Employees are screened, and daily symptom screening is also conducted for residents, including temperature checks. Again, if you present with symptoms, we ask that you isolate in your suite until we can assist you in connecting with your case manager and family member to arrange for testing. It is important to note that you will be required to isolate in your room until your COVID-19 test results are received, and your symptoms subside.

Foot Care services are allowed as per the PHO, but only by a licensed foot care nurse or podiatrist. Please ensure that if you have pre-scheduled your provider visit, that the leadership team at your care home is aware in advance so that we can prepare for their arrival and ensure someone is available to screen them before they enter the care home. Your provider must provide their own PPE (mask, gloves and face shield) to be permitted into the care home to provide the service.

In order to maintain physical distancing, congregate areas and self-serve shared coffee stations have been closed; the kitchen team would be happy to supply you with coffee upon request. Additionally, we ask that if you stop to visit with your neighbour in passing, that you practice physical distancing and keep a 2-metre distance between yourselves and please do not congregate in groups larger than six people.

We are also required to ensure that we are following public health guidelines when it comes to congregate dining. As space and equipment are limited, we have implemented rotational dining or tray service in order to maintain physical distancing requirements. Unfortunately, we are not able to accommodate everyone in the dining areas at once.

As always, your recreation team is working hard to keep you connected with your families and friends. Please let them know if you are interested in trying a virtual visit, and they will help you arrange a time to help get you connected. Keeping you engaged with fun activities within the provincial health guidelines is a top priority, so please let the recreation team know if you have any ideas that you would like to see implemented.

Finally, I want to encourage you to continue to reach out to the leadership team at your location should you have any questions or concerns. They are there to help you and want nothing more than to make sure you are well taken care of. Thank you for your continued patience and understanding as we go through this pandemic together.

Stay safe and healthy.

Sincerely,

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

Michelle Bonnici B.A. LL.M
Interim President and CEO