

June 12, 2020



Dear Good Samaritan residents and families,

As things continue to adjust throughout this pandemic, I wanted to reach out to you to provide you with an update. In the past few weeks, we have seen some changes as they relate to outdoor visiting and the opening up of the communities we live in. I know that this has raised many questions for you, and I hope to address some of them below.

If you follow us on social media, you may have seen in Alberta that outdoor visiting (with restrictions) is now allowed at our care homes; however, that is not yet the case for British Columbia. Should this change, we will let you know as soon as possible. I know this is not an easy time for you, but we must continue to follow the public health orders that are in place for each province. In the meantime, I encourage you to continue to reach out to the teams at the care home and discuss other ways to stay connected with your loved ones.

Virtual or window visits are an alternative until outdoor visits are allowed. Please keep in mind that there is a high demand for visits at certain times, and we are only able to accommodate so many due to technology limitations, spacing, and staffing requirements. Thank you for your patience and kindness as employees try to ensure everyone has the chance to visit. If you are not able to make it to a prearranged visit, we would ask that you let us know as soon as possible so that we can offer the opportunity to someone else. Our well wishes tool is also available on our website (www.gss.org/well-wishes), where families and friends can send a message to a resident.

I want to reassure you that the care of our residents and their happiness is of the utmost importance to us. If you have any concerns at all, please reach out to the leadership team at the care home so we can work through them together. While this is a challenging time for everyone, it is especially challenging for you and your loved ones. My commitment to you is that we will continue to provide quality care and service to our residents while also following the public health orders to keep everyone safe.

Please be assured that if there should be any concern with a resident in our care, we will reach out to the primary contact to update them on the situation and provide more information. We know that not being able to visit in the care home is difficult, and we want to do whatever we can to ensure you or your loved ones have the information needed to feel comfortable with the care provided at all times.

If you do not already, please follow us on social media (@goodsamaritanCA on Facebook, Twitter, and Instagram) to see some of the ways our employees are spreading fun and engaging with those we care for. Again, if you have any questions or concerns, please reach out to the site manager at the care home or email goodsaminfo@gss.org. We will continue to provide updates to you as we receive direction from the respective authorities.

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