



October 15, 2020

Dear residents/clients and loved ones of The Good Samaritan Society and Good Samaritan Canada,

I want to thank you for your support and feedback as we continue to manage the realities of the COVID-19 pandemic at our care and group homes. Despite the many challenges, what has not changed is our unwavering dedication to those we care for and our commitment to creating hospitable environments that inspire involvement.

With the potential of a second wave, I would like to reassure you that we have outbreak plans in place, and are continuously learning and adapting as an organization in consultation with our health authority partners and public health. In the event of an outbreak, contingency plans are in place at each of our homes that account for a variety of situations. This includes changes to dining, recreation, visitation, cleaning, personal protective equipment use, COVID-19 testing, screening requirements and so on.

Staffing plans have also been developed should we be in the unfortunate situation of having some, or many, of our employees not able to attend work due to COVID-19 illnesses. Good Samaritan is prepared to access agency staffing if necessary, and we are actively recruiting across the organization to ensure we have adequate staffing levels.

In the event of an outbreak, our pharmacy partner will activate emergency discontinuation of medications that, after being clinically reviewed, have been deemed to be nonessential in the short term (ex. multivitamins). The goal is to reduce nursing workload by reducing medication pass time(s), during an outbreak. From the outset of the pandemic, we have requested that our pharmacy partners strive to streamline processes by providing clinically sound changes in medication passes and times to lessen the strain on the system. For example, if a long-acting medication can be taken once daily rather than a short-acting medication being administered two or three times daily, this supports what we term “medication compression” and lessens the resident/client “pill burden” as well as the nursing workload.

I can assure you that consistent communication and information will be shared regularly with families, residents, and employees in an outbreak situation. Updated case numbers will be posted on our website as soon as they are received (gss.org), as well as any letters being sent to residents and families.

We are actively preparing and updating our plans as we learn more and work with the health authorities and Public Health. We know that each of our homes is unique and that will continue to be taken into account as we move forward. I can promise you that it is a top priority for our organization to keep you informed and to seek vital feedback from you in the months ahead. If you have any questions or concerns about our outbreak plans, please do not hesitate to reach out either to the site or program manager. You can also email goodsaminfo@gss.org, and our Emergency Operations Centre will respond to your inquiry as soon as possible.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Fielding', written over a horizontal line.

Scott Fielding
Vice President of Operations, Quality, and Clinical Supports