



October 30, 2020

Dear residents and loved ones of Good Samaritan Victoria Heights

I am happy to report that the COVID-19 outbreak has been declared over. As always, providing quality care and services to our residents is our top priority, along with keeping both them and our employees safe, so we will remain diligent in following all of the Medical Health Officer's orders.

I would like to thank each of you for your patience and understanding as we managed this outbreak; this was a true team effort which helped lead to a positive outcome.

We are going to be allowing social visits to happen again, so please remember that:

- Only one designated family member or friend may visit.
- Each visitor must schedule their visit in advance.
- The designated visitor can only visit in the assigned visiting area.

All visitors:

- Must wear a mask;
- Clean their hands before and after visiting; and
- Maintain a distance of two metres from others.

If you have any questions or concerns, please reach out to Jacquilyn Loh, our site manager, by calling (604) 523-9227. If you call and we do not answer right away, please leave a message, and someone will get back to you as soon as possible.

Thank you for your patience and understanding at this time.

Sincerely,

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