

October 20, 2020



Dear residents and loved ones of Good Samaritan Victoria Heights,

Public Health has notified us that our care home has an employee who has tested positive for COVID-19, which means the care home is now considered under confirmed outbreak. I want to assure you that we are working closely with the health authority and are complying with the orders from the Medical Health Officer to take the necessary steps to protect the residents and employees at the care home. Attached you will find a letter from Fraser Health, and I would kindly ask you to review it.

Outbreak protocols are in place and include, but are not limited to:

- restricting resident movement throughout the care home;
- employees wearing personal protective equipment (PPE);
- twice daily resident and employee screening;
- cancelling group activities or non-essential services; and
- continuing our enhanced cleaning protocols.

At this time, we will also have to limit visitation to compassionate care reasons only (e.g. end-of-life). I would like to thank you for your understanding as we implement the protocols that are necessary to keep our residents and employees safe.

I know that this is a stressful time, and we will continue to keep you updated on this matter as we receive new information. If you have any questions, please reach out to Jacquilyn Loh, our assistant 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. I do commit to you that we will continue to provide you with updates should anything change.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott Fielding', with a stylized flourish at the end.

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

October 19, 2020

Dear Families of Good Samaritan Victoria Heights,

We are writing to notify you that someone at Good Samaritan Victoria Heights was diagnosed with COVID-19. The Fraser Health enhanced outbreak team is working with the staff at the facility to identify anyone who may have been exposed and to take steps to protect the health of all residents and staff.

This exposure does not mean that your family member is sick with COVID-19. Residents and staff will be screened twice-daily for any signs of illness. Those who develop symptoms will be isolated, tested for COVID-19 and provided the care they need.

The health and safety of our residents and staff is our first priority and a responsibility we take very seriously. To date, as part of our proactive management, Fraser Health has worked to ensure the following measures are in place to prevent the spread of COVID-19 at this care home:

- ensuring that staff wear a procedure mask that covers their mouth and nose, eye protection and other personal protective equipment as recommended;
- enhancing our daily cleaning practices;
- maintenance of 2m of physical distance in dining rooms, staggered meal times, tray service or other strategies
- cancellation of group activities and client gatherings, while providing one-to-one activity as appropriate;
- visitor access restrictions and screening measures for essential visitors.

Additional measures being taken now that there has been a positive case identified include:

- providing active staff screeners deployed by Fraser Health to support site to screen all staff
- providing ongoing staff education by Fraser Health and facility based staff
- priority access to necessary supplies such as masks, eye protection and gowns
- grouping of staff and residents to prevent cross over between well and sick individuals

We know that staying away from your loved one is very difficult and we appreciate that you are cooperating with this request with the goal of keeping our residents and staff healthy.



Our staff will continue to provide care and services to our residents to enhance their safety and well-being while maintaining routines where it is safe to do so. **We will also keep you up-to-date on any changes related to your family member's health status.**

For general information about COVID-19, call 811, or visit HealthLinkBC:
<https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>.

If you have further questions, please contact Jacquilyn Loh , Assistant Manager, 604-523-9227 ,

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