



October 21, 2020

Dear residents and loved ones of Good Samaritan Victoria Heights,

As the care home is now considered a confirmed outbreak, following the direction of Fraser Health and their Medical Health Officer, we have placed all residents on precautions and are conducting asymptomatic testing. Due to this directive, residents are required to remain in their rooms until we have the results of their tests. This means all resident outings are on hold unless deemed essential by the care home leadership team on a case-by-case basis.

We are aware that some of you have pets that require you to take them outside. When this is necessary, walks must be done in the courtyard, you have to wear a mask, perform proper hand hygiene (before, during and after), and return to your room as soon as possible. If you have a pet, it has to stay in your room.

Mail keys will be requested from each resident, and mail will be delivered throughout the day as appropriate.

I know that this is not easy for anyone, and we are here to support you. If you have any questions or need assistance obtaining any goods or supplies, please reach out to Jacquilyn Loh, our assistant site manager, by calling (604) 523-9227.

Thank you for your patience and understanding.

Sincerely,

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