



November 4, 2020

Dear residents and loved ones of Good Samaritan Delta View Care Centre,

Further to my letter to you on November 1, 2020, Public Health has notified us that our care home has had a second employee test positive for COVID-19. This employee works in the main building, and so, we have been advised that the main building will join the back building on outbreak status. 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.

Outbreak protocols are in place for both buildings 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 in both buildings to compassionate care reasons only (e.g. end-of-life). I would encourage you to reach out to the care home to arrange a virtual visit, or you can also send well wishes to any resident in our care by visiting [www.gss.org/well-wishes](http://www.gss.org/well-wishes).

If you have any questions, please reach out to Satinder Grewal, our director of care, by calling (604) 501-6700. 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,

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