



November 18, 2020

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

Since my last letter to you, the number of active resident and employee cases at the care home are as follows:

Back building:

- Jade Manor: a total of 39 residents – all residents tested negative.
- Ivy Lane: a total of 32 residents – 7 residents positive for COVID-19. Asymptomatic testing will be occurring today.

Front building:

- Alpine: a total of 25 residents – 4 residents were tested, and all came back negative.
- Baycrest: a total of 25 residents – 1 tested positive previously, and the rest came back negative.
- Cascades: a total of 26 residents – all tested and all came back negative.
- Dorothy: a total of 26 residents – all tested and all came back negative.
- Eagle Point: a total of 25 residents – 5 residents were tested, and all came back negative.
- Forest Grove: not affected at this time.
- Garden Grove: a total of 25 residents – all tested and all came back negative.
- Heather Point: a total of 26 residents – all tested and all came back negative.

Employees:

- Six in the front building and five in the back building have tested positive.

Sadly, we've had one resident pass away and our sincere thoughts and condolences go out to their loved ones during this sad time.

We continue to update the case numbers on our [website](#), and thank you for your understanding and patience as we try to keep that information as current as possible. We continue to work closely with our partners at Fraser Health Authority and are following all of the Medical Health Officer requirements. At the direction of the health authority, we will be continuing asymptomatic swabbing as necessary, and I can assure you that if any resident tests positive, we will let their primary contact or legal health representative know right away.

As a friendly reminder, visitation is now limited to compassionate care reasons only (e.g. end-of-life). I would like to thank you for your understanding regarding this change, and I would encourage you to reach out to the care home if you would like to arrange a virtual visit. You are also able to send well wishes through our website to any resident in our care (www.gss.org/well-wishes).

Our new President and CEO, Dr. Katherine Chubbs, along with members of our leadership team, are going to be hosting a virtual town hall next week on Zoom for loved ones who have residents in our care. This check-in will be an opportunity for you to learn more about our outbreak response at the care home and to ask questions. Details are as follows:

Date: Tuesday, November 24, 2020

Time: 7 – 8 p.m. PST

Link: <https://zoom.us/j/98143344491?pwd=Q1c5cnl1Y004aU91MIR6WG9nK29ZQT09>

Meeting ID: 981 4334 4491

Passcode: 241865

Dial-in Information: 1-587-328-1099

To facilitate the town hall and to ensure that everyone has an opportunity to ask any questions, we will have microphones muted, and will encourage people to type their questions into the chat window. If you phone in, we will do our best to manage taking questions that way, but if you want to submit a question in advance, please email goodsaminfo@gss.org. If you are not able to attend, we will take down any questions and will share them and our responses in a document after the fact. We have attached a zoom guide to this letter for your use.

I hope that you can join us on Tuesday. If you have any questions in the meantime, 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. 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.

Sincerely,

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

Scott Fielding

Vice President of Operations, Quality, and Clinical Supports