



November 20, 2020

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

It is with a heavy heart that I have to inform you that three of our residents who were COVID-19 positive have passed away. On behalf of the entire organization, I would like to extend our heartfelt condolences to their family and friends. This number is one that weighs heavily on all of us, and especially our frontline employees who have been able to get to know these residents. It's a tight-knit community, so please know that our Good Samaritan family is grieving with you. Chaplaincy support is being provided at the care home, and the chaplain is available to speak with any residents, families or employees regardless of your faith.

I know that this information is concerning, but I would like to assure you that we continue to comply with all of the public health orders and are working closely with the Fraser Health Authority at this time. I hope that you can join us on Tuesday for the virtual town hall that will provide you with the opportunity to ask questions and receive an update on the situation. As a friendly reminder, 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](mailto: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.

During this difficult time, I want to assure you that our employees are doing everything they can to keep our residents safe and cared for. If you have any questions at all, 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.

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