



November 28, 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 we have had one more resident that was COVID-19 positive pass away, bringing the total to five. On behalf of the entire organization, I would like to offer our thoughts and prayers to the loved ones who are grieving at this time. 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 is information nobody wanted to receive, but I want to assure you that we continue to comply with all of the public health orders and are working closely with Fraser Health. We currently have the following COVID-19 cases at the care home:

- Ten active COVID-19 resident cases; and
- Eighteen active employee COVID-19 cases.

While we still require residents to isolate in their rooms on all units out of an abundance of caution, the following units are also on contact droplet precautions:

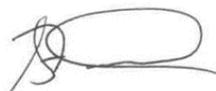
- Dorothy Meadows;
- Eagle Point;
- Heather Point; and
- Ivy Lane.

We were advised this week to implement contact droplet precautions on Eagle point and Dorothy Meadows after an employee from each of those units tested positive earlier this week. We also completed asymptomatic swabbing for all residents and employees on Dorothy Meadows and Ivy Lane units at public health's direction. Asymptomatic swabbing for residents on Eagle Point was also undertaken, although, at this time, public health advised not to swab employees on that unit.

Finally, I would like to thank everyone who was able to join our virtual meeting on Tuesday. I hope that you found it informative. If you were unable to attend, I have attached a document that captures what was said as well as all of the questions and answers from the session and any additional ones that we didn't get a chance to respond to live.

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.

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



COVID-19 Family Conversation

Good Samaritan Delta View Care Centre

November 24, 2020
Total Participants: 70

Opening Message from Dr. Katherine Chubbs, Good Samaritan President and Chief Executive Officer:

Hello everyone, thank you for taking the time to meet with us this evening and to learn more about our COVID-19 response at Good Samaritan Delta View Care Centre.

Before we get started, I wanted to introduce myself a bit as this is the second town hall I am doing as the new President and Chief Executive Officer (CEO) of The Good Samaritan Society and Good Samaritan Canada.

I've been with the organization since the beginning of November, and it's been a busy few weeks. I feel very honoured to be a part of the Good Samaritan team and to support the work being done on our frontlines to care for our residents – your loved ones. I am a Registered Nurse and have worked in many areas that have given me a good background to support the COVID response at Good Samaritan. I have worked in a variety of clinical settings, including long term care. I also worked in roles such as infection prevention and control nurse and director, as an educator, and in an occupational health and safety role. A lot of the roles right now that are pivotal in how we combat what's going on with COVID.

Before we jump into the COVID-19 response at Good Samaritan Delta View Care Centre, I wanted to take this opportunity first of all to acknowledge the passing of four of our residents from COVID-19. I don't know if any of their family members are online with us this evening, but I wanted to express, on behalf of the entire organization, my condolences to them. While I know it won't ease your pain, please know that it is a tight-knit community, especially those at the care home, and our Good Samaritan family is grieving with you.

As you likely know, this is not the first COVID-19 outbreak that we have faced as an organization. Throughout the other outbreaks that we are managing and have managed, we have learned a lot in partnership with the health authority as to how we can better mitigate the spread of COVID-19 once it has entered our care homes. While many of you are likely wondering how it entered Good Samaritan Delta View Care Centre that is a question we may never be able to answer. We know that this virus is a tricky one and that people can have it while displaying no symptoms, so it is very hard to detect.

What our focus has to be and will continue to be is on keeping our residents as healthy as possible and protecting both them and our staff. Our Emergency Operations Team meets daily, and sometimes more often, to ensure that we are managing this outbreak effectively. Around these meetings, there is continuous work to stay on top of the latest information related to COVID. Everyone you see from the Good Samaritan team on the call tonight, this is our top priority. Our role is to assist the care home with staffing needs, supplies like personal protective equipment, education for employees, and communications. Site leadership and our emergency operations team meet regularly with the health authority to ensure that we are working together to respond to this outbreak.

I know how stressful this time must be for you as family members. Honestly, I can't fully imagine how you must feel. But I want you to know that in my short time here I have certainly gained a lot of confidence in our leadership and our employees and I hope you do as well. Please trust that everyone is working tirelessly to get us through this. We are in this together, and I am here to support our team on the frontlines anyway that I can. And we really appreciate all that you do to make sure that we don't spread and mitigate the effects of COVID.

Message from Scott Fielding, Good Samaritan Vice President of Operations, Quality and Clinical Supports:

I know that the last couple of weeks at the care home have been stressful for all of you, the residents and the staff, and we would just like to say thank you for all the support the staff are receiving from families and the residents. We would also like to acknowledge that efforts of people such as Satinder, the Director of Care at the site. She has been working tirelessly to make sure the staff are supported and that the residents are well cared for. I would also like to thank Dr. Davidson the medical lead for the care home who is also working tirelessly to ensure that good care is being delivered to all of the residents.

To give a bit of background, as you are probably already aware, we had our first positive test on November 1, 2020, and that was when we were declared on outbreak. At this time (November 24, 2020 at 7 p.m. PST), the current status is as follows:

- *Thirteen residents have been impacted, and 9 are currently considered an active COVID-19 case. All of these residents reside on Ivy Lane.*
- *Sadly, we have had 4 residents pass away.*
- *The current units on outbreak precautions are:*
 - *Ivy Lane*
 - *Garden*
 - *Heather*
- *All other units are not on precautions although that can change depending on the situation (i.e. symptomatic residents or staff).*
- *16 employees have been impacted; 9 from the front building and 7 from the back building.*

As we continue to learn about this disease and how we should be responding to it, we are continuing to work closely with our partners in Fraser Health and the Medical Health Officer, and have been receiving tremendous support from them. Not only are they there to help guide and to share expertise with us, but they have also been there to help us with staffing and direction as we all learn from this disease.

Currently, to be considered recovered, the resident must be 14 days past the onset of symptoms and continue to be symptom-free for that time period. We have learned from previous experience that residents can move back and forth between active and recovered depending on their symptoms and what is occurring at that time.

Finally, I would just like to say that we will continue to communicate with all of you, the designated family members, as often as we can. We will, at least, continue to communicate with you on a weekly basis. Of course, if there is any significant change, concern or issue that happens at the care home, you will hear about it more frequently. If there is a change in the status of an individual resident, Satinder and her team will be in contact with you directly. If you have any questions, please reach out to the care home or email goodsaminfo@gss.org.

Questions and Answers:

1. When will the outbreak be over for the main building?

Public health will be responsible for declaring the outbreak over. In our experience, the timeline and requirements can vary, so, unfortunately, we are not able to give a definitive answer to that. We understand it's frustrating not to have a date, but I can assure you that as we work with the health authority, we will continue to share information with you.

2. How do you propose to allow residents to get fresh air? Can't fresh air be accessed without leaving the units?

We have been directed by the health authority that residents are unable to utilize the patio spaces at this time. Windows in each resident room can be opened as often as a resident would like to get fresh air. The HVAC system at

the care home is also designed to maximize fresh air at all times. I know that this isn't as ideal as having the residents spend time outside, but we are required to follow the public health orders in place, and that includes limiting resident movement around the care home as much as possible.

3. Physio is needed, despite the quarantine. The residents are not getting what they need for their wellbeing and are being restricted from providing external supplementary appointments. Can you speak to this? Do you have to request Physio to have residents receive it in their room?

Rehab assistants, who wear full personal protective equipment, are assigned to the various units, and exercises are done with residents in their rooms. Equipment that is used in the units is disinfected after each use to make sure there is no contamination from resident to resident. At this time, at the direction of Fraser Health, the wellness centres in both buildings cannot be used as they normally would. In terms of attending external appointments, as you know, we have to follow all public health orders put in place by the government and the Fraser Health Authority. This includes not allowing residents to leave the care home for what the authority would deem non-essential appointments. I understand that you may feel the external physio appointments are necessary, but we have to follow the directions provided to us. If you have questions about the amount of physiotherapy a resident is receiving, please reach out to Satinder at the care home. That way, a conversation can be had with the physiotherapy team and an assessment completed.

4. It seems like a lot of our questions we need to ask Fraser Health, can we have a meeting with them?

If you would like to speak to someone at Fraser Health, I would encourage you to reach out to their patient care and quality team by calling 1-877-880-8823.

5. Who decides when to conduct asymptomatic testing and who will be tested? I noticed in communication that recently went out that all residents are not being tested, why is that? Why aren't you testing asymptomatic residents at least twice a week?

Asymptomatic testing is arranged in coordination with the Fraser Health Authority, and we take direction from them on how often and which units in the care home will be tested. This decision depends on where the exposure was (if it was clinical staff or support staff). Once Fraser Health has all of the relevant information, they contact the Medical Health Officer to make the decision. Also, please keep in mind that asymptomatic testing is voluntary, and residents can refuse to be tested. Of course, we do our best to convince them to be tested, but it is ultimately their decision, or if they have a legal health representative, up to them. We are currently conducting asymptomatic testing as directed by Public Health, and frequency can vary.

6. Will there be a time when family members can be of any help with feeding and care of loved ones? Is there anything we can do to help? Would the organization consider having a family member with transferable skills volunteer for work/tasks? Isn't it helpful to have family members helping the staff? Could this request be forwarded to the Ministry of Health for consideration?

We understand how difficult it is to be away from your loved ones, and while we wish that we could have you back at the care home and appreciate the offer of assistance, we have to follow the COVID-19 outbreak protocols, which includes limiting visitation to compassionate care reasons only and not allowing volunteers into the care home. We look forward to the day when we can welcome you back. I can also share with you that we are actively recruiting at the care home, including for comfort care aides, which will help with tasks such as feeding a resident to help fill some of the gap left by our valued volunteers and those family members that often come and assist. As soon as we're able to do something different, you will be the first to know. Of course, we can also share your feedback with the Ministry of Health as well as our contacts at Fraser Health.

7. I feel so frustrated that you are hiring outside people and not letting family members come in. How is this best for the residents?

We are required to follow all of the Public Health orders, and that includes not allowing visitation unless it's for compassionate care reasons at this time. We know that it is not easy being away from your loved ones, and we want to assure you that the employees are working diligently to ensure everyone is getting the best possible care.

8. How are you deciding who to test and when to conduct asymptomatic testing? Are employees being tested? If they aren't being tested at least twice a week, why not?

Asymptomatic testing of residents is being conducted weekly for those areas that are most affected and under additional precautions. This could change at any time depending on if residents have symptoms on other units, or if we have an employee test positive. The decision on when to conduct asymptomatic testing for residents and employees is one that is made by the Fraser Health Authority. The health authority will also advise us if they want us to test asymptomatic employees. If any employee starts to show symptoms, they are advised to isolate and to arrange testing.

9. Can you make suggestions to Fraser Health about regular asymptomatic testing for employees instead of just taking their direction on that?

It is a conversation that we are having with them, but ultimately the direction is coming from the Medical Health Officer on this.

10. Can you prioritize the isolation of each unit and the staff working in those units so there is no risk of spreading from unit to unit?

For our units that are under additional precautions, the care home has been successful in cohorting employees on that unit to limit movement. If there was an instance where we were unable to cohort our employees, we make sure that proper personal protective equipment is utilized along with hand hygiene to reduce the risk of transmission for residents and employees. It is a focus for us, and we've been managing to maintain that for the most part.

11. For residents testing positive for COVID-19 are they isolated and cared for at Delta View or moved to the hospital? How do you determine when a resident will be sent to the hospital?

Residents are being cared for at Delta View unless their care requirements change, and they require additional support that we can't provide at the care home. The decision to move a resident to the hospital is made based on their goals of care and in consultation with the resident or their legal health representative and their physician.

12. When will all residents be tested in Eagle Point? Why hasn't this happened yet? If anyone has been in contact with someone who tested positive, there should be follow up testing done.

Asymptomatic testing for residents on Eagle Point was conducted this week. The Medical Officer of Health for Fraser Health determines when asymptomatic testing will occur, and we have to take our direction from them on that. As well, please keep in mind that if a resident starts to show symptoms, they will be isolated and tested immediately.

13. Why isn't there more testing for staff on a regular basis?

Frequency of testing and how we offer that is directed by public health, and the testing of asymptomatic staff in British Columbia is currently voluntary. We can't force staff to undergo testing if they have no symptoms. Employees are screened twice a day, including temperature checks, and are required to actively self-monitor throughout their shift. If they start to feel unwell, they are to notify their supervisor, and they are assisted with leaving the care home quickly and safely. If an employee has symptoms, they are not allowed to enter the building and advised they need to be tested.

14. I still don't understand how staff testing is voluntary. Is Delta View allowing employees who refuse testing to work? If the health authority directs you to conduct asymptomatic swabbing for your employees, are you set up to do that?

We follow the guidelines set out by public health, and currently, that is for staff, like residents, asymptomatic testing is voluntary. We have to follow the directions given, and we can't enforce anything above and beyond that. If the health authority advises us to conduct asymptomatic testing for employees,

we are able to accommodate that at the care home. Please note, that if a staff member has symptoms, they are not allowed to work and are required to isolate and advised to be tested.

15. What is being done regarding the lack of staff and replacement of staff who are away because of positive results? Where are you getting the extra replacements in these cases (I hope that no staff work at other facilities)?

First, we would like to acknowledge how proud we are of the work our employees at the care home are doing on a daily basis. Working throughout this outbreak is no easy task, and our employees have demonstrated commitment and courage while working hard to keep our residents safe. Our number one priority continues to be the health and wellbeing of the residents at the care home and our employees. We have taken several steps to ensure that we have adequate, and often increased, staffing levels to ensure residents are receiving proper care. This has included bringing in agency staffing whenever possible, and we are actively recruiting at the care home. Whenever we need to bring in additional staffing, we are doing that. We also appreciate the help of Fraser Health with staffing. They have provided screeners, care staff and other assistance whenever they can. We know there are a lot of outbreaks in the region, so we are truly thankful for the support they are providing. Staff at our care home are not working at other locations as we are following the single site order put in place by the Government of B.C.

16. Is there any indication (that you're aware of) of Fraser Health moving to more of a balance between the risk of COVID infection and the mental health needs of the residents of care homes?

It's difficult for us to answer that question because that would have to come from Fraser Health themselves. There are always discussions happening regarding how to balance what are appropriate precautions while also making sure that people's mental health is being taken into consideration. We are actively advocating to create that balance to ensure residents are safe not only from COVID but from any type of isolation related outcomes.

17. How can I best stay informed on my loved one's overall health and care concerns? Since COVID, contact and information has been less frequent.

Our care home leadership team will be in contact with any primary contacts or legal health representatives if there is testing occurring, results to share, or a significant change in a resident's health. We also strongly encourage you to call the care home for updates as necessary. If we don't answer right away, please leave a message and the staff will get back to you as soon as they can. They are doing their best to update families while also actively providing care.

18. What can we do to support and recognize the staff? Sure there are only so many chocolates at Xmas, but what would really help?

Acknowledgement of the work is always welcome. You can utilize our website to send well wishes to the employees if you would like to share a message of thanks (www.gss.org/well-wishes).

19. Are any antiviral medications being used for the positive residents?

We can't speak to any individual treatments, however, most often positive residents are having their symptoms treated, and that can vary as COVID affects people differently. It is dependent on the resident's needs. We rely on the medical staff and the health authority to advise us to ensure we're treating residents appropriately.

20. I really believe that families need to visit their family members. This isolation just makes their health worse and it is not human to keep us away from them. Using correct PPE and at a distance of course. When will visitation open back up?

We understand that not seeing your loved ones in person must be exceptionally hard. However, we have to follow the Provincial Health Officer's orders, and that includes not allowing visitation during an outbreak. Of course, compassionate care visits will continue as necessary, and virtual visits are also an option. I would encourage you to reach out to the care home if you would like to arrange a virtual visit. I know the employees at Delta View are doing their best to accommodate everyone's requests. You can also use the well-wishes tool on our website to send notes and photos to your loved ones. We look forward to the day we can welcome you back into the care

home, but we don't know when that will be just yet.

21. If no further outbreaks will we be able to visit on Christmas Day?

Unfortunately, we can't give you a definitive answer to this question. We certainly are hopeful that we can be off outbreak before Christmas, but we cannot guarantee that.

22. Why aren't we allowed to visit our loved ones at the window and with the window open?

Direction from the Fraser Health Medical Health Officer is that window visits are not to occur. There have been times that the window coverings have been altered to allow family members to reach out to the residents or pass items through the windows. The care home is happy to assist in getting items to the residents, but we ask that they are in packaging that would allow for them to be wiped down before the resident receives them. We will continue to discuss this matter with Fraser Health and will let you know if their stance changes.

23. Why can't people who have essential visitor status visit?

We have been advised by the Medical Health Officer that we are only able to have visitors if a resident is at end-of-life. We will continue to work with the MOH office to lessen these restrictions as numbers in the community decrease.

24. Can you help us advocate for more visits with Fraser Health?

Right now, we have to follow the public health guidelines that are put in place by the Provincial Health Officer, and that includes restricting visitation to compassionate care reasons only. However, we are happy to share the feedback we have heard from families with our counterparts at the health authority.

25. When the outbreak is officially over, will family visits be resumed right away?

Once the outbreak is declared over, there will be a few steps that will need to be taken before we can resume more normal operations, including visitation. This will include a terminal clean of the building. We will communicate with

families when visitation will open up and what protocols will have to be followed once we reach that stage.

26. What areas did the residents who passed away live in?

All five residents who sadly have passed away resided in the Ivy Lane unit.

27. How do you deal with residents living two per room?

While we only have a few double occupancy rooms in each unit, they are quite spacious, so we ensure that everything is spaced out appropriately to maintain physical distancing. As well, like the rest of the care home, employees must wear appropriate personal protective equipment when in those spaces.

28. How are positive residents being isolated? Are they still being kept in the units?

Currently, under the direction of the Medical Health Officer, all residents in both the front and the back building are isolated in their rooms. Our dining areas are closed at this time, and we have additional support on-site to help redirect residents, who may wander due to cognitive impairments, back to their rooms.

29. With residents being isolated in their rooms, are they still being provided with recreation? What daily activities do residents participate in now? I would like my loved one to receive more sensory interaction – someone to hold their hand. Is that happening one-to-one?

Yes. We know how important it is for residents to continue to enjoy recreation activities. What has changed is that they are now being offered one-to-one for those residents that feel up to an activity whenever possible. The recreation team undertakes a number of different activities with the residents dependent on what they want to do each day. Some examples include:

- Sensory and activity boxes that are tailored to each resident's ability;
- Jewellery kits;
- Art kits and colouring;
- Cards;
- Reminiscing with the residents and visiting;

- Trivia and cognition activities;
- Adapted kick the ball;
- IPad and YouTube interests; and
- Balloon volleyball just to name a few.

30. At what point will leadership request external assistance from Red Cross or Department of Defence? What is the trigger and how/when would this happen?

We work with the health authorities to determine how we are coping and able to respond to the COVID-19 situation. Any determination of assistance from outside support beyond that of the health authority would be a decision for the provincial and federal governments. Please know that there has never been a time where the staffing levels have gotten so low that we haven't been able to provide the provision of care to our residents.

31. I have given my mother 2 masks to use to keep herself safe. Would it be possible for residents who are able to wear masks, that staff assist them with wearing them and becoming comfortable wearing them?

Right now, because residents are isolated to their rooms, there is no need for them to wear masks. When they are interacting with staff, the staff member is wearing personal protective equipment to keep them both safe. However, we will work with the care home leadership on how we can assist with this as we move forward and if it's supported by public health. If there is a resident who wanders, we do try to assist them with wearing a mask, but it is difficult to keep one on some residents.

32. When do you consider what is end of life/compassionate care visits when family members can enter to see their loved one?

If a resident moves into the compassionate care or end of life scenario that would be determined by the resident's physician as part of a medical decision. At that time, family members would be contacted to let them know and to arrange visitation.

33. Can I send my Mom pictures and packages to keep her connected to family? I appreciate it may need to be kept for several days before it's given to her.

What we ask is that if you're sending care packages that it is in a package that can be wiped down. There is not a delay of several days if the package can be wiped down it will be given to the resident right away. You can also send pictures through our well-wishes tool on our website (www.gss.org/well-wishes). There are some additional guidelines that we need to follow from Fraser Health Authority. This includes:

- Food items prepared at home should be packaged in single-use food containers that can be discarded.
- It is preferred that any food brought in should not require refrigeration.
- All essential care items (food, soaps, and lotions) must be new products.
- Any item brought in a disposable bag needs to be labelled with the resident's name, room number and date.
- Potted plants, flowers, vases are allowed; however, the exterior surface must be cleaned and disinfected by employees before providing to the resident.

34. Why aren't you able to offer additional dates and times for virtual visits including weekend and holidays? Why have the virtual visits been stopped on the outbreak units?

For the outbreak units, there was a limit to accessing the building for our IT staff. To rectify this, we are training other staff who are already on those units to assist with virtual visits. Right now, virtual visits can only occur when we have the additional staff on to assist, and that is regularly Monday to Friday between 8 to 4 p.m. We are currently looking into increasing the availability of virtual visits with the assistance of our rehab staff. We are also looking for other options that will allow us to increase the number of virtual visits at the site.

35. Can families be notified if a staff member from their loved ones' unit tests positive?

The care home leadership team will reach out to notify primary contacts if a staff member tests positive on their loved one's unit. Of course, we wouldn't identify which employee as that's personal health information.

36. If residents aren't able to go outside or to have visitors, what about the work safe visitors who have visitors outside?

Right now they are now allowed to go out of the care home, just like all of the other residents. However, they are able to use an outdoor patio at this time.

37. What does the testing of residents entail?

To test for the virus covid-19, we need to take a sample of cells from the nose or throat. Then at the lab, the sample is tested to see if the cells contain the virus. There are two collection methods:

- A "nasopharyngeal swab" is taken, which means we use a long Q-Tip to reach the back of the nose - where the nose connects to the throat - to take a sample of cells.
- OR we take a "throat swab" meaning we brush the back of throat to take a sample of cells if a nasopharyngeal swab cannot be obtained.

38. What precautions are in place to limit the spread?

We have implemented all public health recommendations and infection, prevention and control protocols:

- Residents and employees are being cohorted as much as possible.
- Enhanced cleaning is taking place (high touch surfaces twice a day and low touch once daily).
- Employees continue to wear appropriate personal protective equipment (gloves, gowns, face shields and masks) when entering resident areas and providing care.
- Increased screening for residents and employees.
- Regular employee education and reminders on the use of personal protective equipment, physical distancing and hand hygiene.
- As part of our ongoing risk assessment, continually reviewing our practices in partnership with public health and implementing new measures as required.

- Limiting visitation to compassionate care reasons only.

39. How is someone determined to be recovered, and why haven't we seen more recovered cases at the care home?

Determining if someone is recovered from COVID-19 is a decision made by the on-site physician as well as the Fraser Health Authority based on a set of criteria they utilize. It would be dependent on how long they were considered positive, as well as their current condition and if they have any lingering symptoms.

40. Is there a Delta View family group?

There is a family group that meets once a month virtually. If you are interested in joining or learning more, please reach out to Shirley Carleson, our spiritual coordinator, at (604) 501-6700 ext. 128.

41. When do you anticipate care conferences will commence?

Care conferences have never stopped, and we are trying to connect with families via phone, Zoom, FaceTime, etc. At this time, we do not know when we will be able to start in-person care conferences again.

42. What guidelines are staff following in their personal lives to ensure that they are not exposing themselves to the virus and therefore bringing it into the facility?

We encourage all of our employees to limit their time spent in the community, but when they are out to ensure they are performing proper hand hygiene, are wearing a mask and are maintaining a physical distance from others of at least six feet. We also encourage them to follow all public health guidelines, including keeping their social bubbles within their own family.

43. How are you going to communicate better with family members in the future?

From the beginning of the outbreak, we have been communicating with residents, families and employees frequently and in different forms. We have been using direct telephone communication, emails, and the GSC website. When there is a general change in the care home's status, a general email is

sent to all delegated people. If there is a change in a resident's condition, the delegate is contacted directly. We planned this town hall to increase the information available further. We will continue to reach out to all stakeholders on an ongoing basis.

44. Is there more staff working in Ivy Lane considering how many COVID positive residents are in that specific unit right now?

We have been striving to increase the number of staff on all of the units that have been impacted by positive cases. Sometimes we have been more successful than others due to the number of staff available and their ability to move around the care home. We have been heavily recruiting for new staff, and have introduced new staffing positions that can assist with care delivery as well as utilizing agency resources and support from Fraser Health. At times this has been a challenge, and staffing levels have been stretched, but at no time has resident care been compromised. Our residents are important to us, and we will do everything that we can to ensure that they remain safe and continue to receive the care that they deserve.

45. Will there be another meeting for families in the near future?

It will depend on what questions we have coming in that are new, and if we feel we need to do another one, we will. However, please don't wait for another virtual meeting if you do have questions; email goodsaminfo@gss.org or reach out to the care home. If things change significantly, we likely will have another meeting.

Closing Remarks from Dr. Katherine Chubbs, Good Samaritan President and Chief Executive Officer:

I wanted to thank you again for taking the time to join us this evening. I hope that we were able to provide some valuable information, and if we didn't get to your question, but you've submitted one in the chat box, we will respond in writing. If you didn't feel comfortable or get a chance to ask your question, please email goodsaminfo@gss.org. You can also call Satinder so we can ensure it's addressed.

Finally, I wanted to reiterate our commitment to keeping your loved ones safe and healthy, as well as our employees. I know that what you're experiencing is not easy, and being apart from your loved ones is extremely challenging, so please continue to reach out to the care home to arrange virtual visits and to send well wishes through our

website. Again, thank you for taking the time to join us this evening, and I hope you all stay safe and well—many blessings to you all.