



November 7, 2020

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

I wanted to provide you with an update on the evolving situation at our care home. Recently, we have been notified by Public Health that a second employee from our main building has tested positive for COVID-19.

Due to this, we have placed all residents living in areas where that employee worked (Baycrest, Cascade, and Dorothy Meadows) on contact droplet precautions. These units join Alpine and Eagle which were put on contact droplet precautions earlier in the week.

When a resident is put on contact droplet precautions, it means they are isolated in their room. Employees also wear additional personal protective equipment (masks, face shields, gowns and gloves) when entering their room and will also change personal protective equipment between rooms.

Yesterday, we completed asymptomatic testing on the residents that live in Baycrest, Cascade, and Dorothy Meadows. Should any resident test positive, their primary contact or legal health representative will be notified immediately. I can report that the asymptomatic testing that was conducted for Alpine and Eagle earlier in the week has come back, and all residents have thankfully tested negative for COVID-19.

I want to assure you that we are working closely with Fraser Health Authority, and are complying with the orders from the provincial Medical Health Officer to take the necessary steps to protect the residents and employees at the care home. All other outbreak protocols that I outlined for you in my November 4 letter remain in place for both the front and back buildings.

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](http://www.gss.org/well-wishes)).

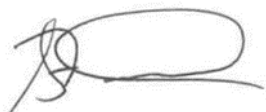
We are currently experiencing higher than average call volumes at the care home, and our employees are doing their best to respond in a timely manner while also actively providing care to the residents. I know that access to timely information about your loved ones is imperative, and I can assure you that if you have left a message, the team at Delta View will get back to you as soon as possible.

It is important to note that the health information many of you are calling about can only be accessed and provided by employees that have a clinical background. As well, we are only able to provide health information to primary contacts and legal health representatives. It is then up to those designated people to share that information with other members of the family, if appropriate. All letters, such as this one, that share general information, will be posted on our website (<https://gss.org/preparations-for-covid-19/>).

We will continue to keep you updated on this matter as we receive new information. 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,

A handwritten signature in black ink, appearing to read 'S. Fielding', with a large, stylized flourish at the end.

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