



November 29, 2020

Dear residents and loved ones of Good Samaritan Mountainview Village Independent Living,

Recently, an employee and a resident in long term care at our care home have tested positive for COVID-19. I want to assure you that we are working closely with Interior Health and have put outbreak protocols in place. Enhanced screening of residents and employees will also be conducted, including temperature checks. Employees will be closely monitoring all residents and themselves for signs and symptoms of COVID-19.

I would like to reiterate how important it is that you continue to follow all public health requirements, which includes not entering any spaces that are designated for our long term care (LTC) or assisted living (AL) residents. As well, it is imperative that you do not mix with any of our LTC or AL residents or employees in common areas as per the current public health orders. Please also ensure, for your own protection and those around you, that you are wearing face masks when entering or exiting the building.

We have had to limit visitation for our LTC area to compassionate care reasons only (e.g. end of life), so we would kindly ask that you also limit visitation at this time in order to reduce the amount of people entering and exiting the building. I know that some of you have friends in the other areas of our home, and I would encourage you to reach out to the leadership team to arrange virtual visits. You can also go on our website (www.gss.org/well-wishes) to send messages and photos to any resident in our care.

We have created a page on our website that will provide up to date case numbers as we receive them. You can view that information here: <https://gss.org/covid-19-outbreak-disclosure/>.

COVID-19 is a respiratory illness. It can spread through droplets when a person coughs or sneezes, or touching the virus with your hands then touching your face before washing your hands. Symptoms of COVID-19 may be mild or severe. These may include fever, cough, fatigue, runny nose, sore throat, nausea, headache, malaise, vomiting or diarrhea. More severe symptoms can include difficulty breathing or chest pain. While most people will experience mild illness, older adults and people with pre-existing medical conditions are at higher risk for severe illness. Symptoms can be checked online at <https://covid19.thrive.health/>.

For more information you can call 1-888-COVID-19 or text 604-030-0300 for non-medical COVID-19 questions and 8-1-1 for medical COVID-19 questions.

If you have any questions about our COVID-19 response at Mountainview Village, please reach out to Carolyn Monz, our market housing coordinator, by calling (250) 469-6924. 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,



Scott Fielding

Vice President of Operations, Quality, and Clinical Supports