



December 5, 2020

Dear residents and loved ones of Good Samaritan Village by the Station,

While I had hoped I wouldn't have to be sending another letter like this to you, Public Health has notified us that our care home has an employee and a resident who have tested positive for COVID-19. While this means that we are now on a COVID-19 outbreak, I want to assure you that we are working closely with the health authority and are complying with the orders from the Medical Health Officer to take the necessary steps to protect the residents and employees at the care home.

Outbreak protocols are in place and include, but are not limited to:

- contact tracing and asymptomatic testing in consultation with Interior Health; If a resident tests positive, their primary contact or legal health representative will be notified right away;
- restricting resident movement throughout the care home;
- employees wearing personal protective equipment (PPE);
- twice daily resident and employee screening;
- cancelling group activities or non-essential services;
- and continuing our enhanced cleaning protocols.

We have also placed all residents on the second floor of the long term care area on contact droplet precautions, which means they are isolated in their room. Employees also wear additional personal protective equipment (masks, face shields, gowns and gloves) when providing care and services, and will also change personal protective equipment between rooms.

At this time, we are also limiting visitation for the entire care home, including our assisted living area, to compassionate care reasons only (e.g. end-of-life). I would like to thank you for your understanding as we implement the protocols that are necessary to keep our residents and employees safe. I would encourage you to reach out to the care home to arrange virtual visits and to also use our well-wishes tool on our website (www.gss.org/well-wishes) to send photos and messages to any resident in our care.

Moving forward, we will be providing you with weekly formal communications like this letter unless there is a significant change. To stay up-to-date on current case numbers, please visit our website (<https://gss.org/covid-19-outbreak-disclosure/>). You can also email goodsaminfo@gss.org or call the care home directly if you have any questions.

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, please reach out to Gary Tamblin, our site manager, by calling (250) 490-4949 Ext. 31222. 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 read "S. Fielding", with a stylized flourish at the end.

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