



December 12, 2020

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

It is difficult to start this update off in a similar manner as my last letter to you, but I need to inform you that we have now had ten residents pass away at the care home, all from our Ivy Lane unit. While words are never enough, on behalf of the organization, I want to express our sincere condolences to all those who have lost loved ones during this outbreak. Please know that our employees continue to do everything that they can to mitigate the spread of this virus. If you need someone to talk to, please know that chaplaincy services are available to all residents and family members regardless of your faith.

Our current case numbers at the care home are as follows:

- Five active COVID-19 resident cases on Ivy Lane;
- Eight residents have recovered.
- Thirteen active employee COVID-19 cases (two from the front building and eleven from the back building).
- Fifteen employees have recovered.

For those families of residents in the Ivy Lane unit, we continued to test all employees and residents (those who have tested negative in the past), weekly, as per the direction of the Medical Health Officer.

Currently, we have no active cases in Jade Manor, which is in the back building. As well, none of the units in front building (Alpine, Baycrest, Cascades, Dororthy's, Eagle Point, Forest Grove, Garden Grove and Heather point) are on droplet precautions, and they also do not have any positive resident cases currently. However, we are waiting on some pending swab results, and so this building is still considered under outbreak per the Medical Health Officer.

I would also like to take this opportunity to reiterate that we are following all of the Medical Health Officer orders, including as they relate to visitation. That being said, yesterday, Fraser Health Authority informed us that in some circumstances, when an essential visit is required to support care needs for a resident, **one person may be allowed to visit**. These would be care needs paramount to the resident's physical care and mental well-being.

For these type of visits to be allowed, clinical indicators must demonstrate a decline in function that can be attributed to the absence of a visitor, and that a staff member is not currently able to meet the need. If you want to learn more about whether your loved one would fit the criteria for an essential support visit, please contact the care home.

As this will require a new process to be put in place, the care home is currently determining how many essential support visitors they can accommodate at one time to ensure physical distancing can occur. For this reason, if an essential support visit is deemed necessary, it will need to be booked in advance with the care home, and we will need to balance the needs of all residents and their loved ones. I can assure you that our employees will do their absolute best to ensure that everyone gets fair and equal access for any necessary essential support visits.

If an essential support visit is approved, the visitor must pass screening, including a temperature check, perform hand hygiene regularly, and wear the appropriate personal protective equipment that will be supplied by the care home at all times. They will also be required to go directly to the resident's room and leave directly without stopping to visit with anyone else along the way.

Please keep in mind that this direction is coming from the Fraser Health Authority and the Medical Health Officer, and it could change at any time. If changes do occur, we will inform residents and families right away. I want to thank you in advance for your patience and understanding as we implement this new process as safely as possible.

I would also like to strongly encourage you to continue to reach out to the care home to arrange virtual visits or use our website (www.gss.org/well-wishes) to send messages or photos to any resident in our care.

Finally, we have received some questions regarding our WorkSafe residents smoking outside at the care home. It seems there is some misinformation going around regarding the location, and I want to assure you that none of our residents are going to the front entrance to smoke in groups. For the very few smokers at Delta View, Public Health has approved a protocol for them to go outside and smoke, one at a time, in a designated area. This area is accessed from within their Home (Unit), so they do not come into the common area hallways, and they do not go in and out of the front entrance of the building. They are also given access by an employee to this area so that it is monitored and only one person can utilize the space at a time.

We will continue to provide up-to-date case numbers on our [website](#), and you can also contact your unit nurse, the resident care coordinators, or Satinder Grewal, our care coordinator, with any of your questions or concerns 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.

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