



December 4, 2020

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

I am saddened to inform you that since my last letter to you, we have now had seven residents pass away at the care home, all from our Ivy Lane unit. Any death resulting from this virus is one too many, and I want to express my sincere condolences to those families that have lost their loved one due to this outbreak. Please know that the employees who cared for them are grieving with you and that chaplaincy support is currently available at the care home for any residents or family members that need someone to talk to. 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:

- Six active COVID-19 resident cases on Ivy Lane;
- Twenty-five active employee COVID-19 cases (9 from the front building and sixteen from the back); and
- Six residents have recovered.

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. This means employees are wearing full personal protective equipment when entering resident areas to provide care and services:

- Dorothy Meadows;
- Eagle Point (the plan is for this unit to come off droplet precautions tomorrow if nothing changes); and
- Ivy Lane.

Asymptomatic swabbing is occurring for residents and employees as directed by Fraser Health. Should any resident test positive, their primary contact or legal health representative will be contacted right away.

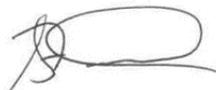
Our leadership team continues to conduct personal protective equipment and hand hygiene audits with our employees, and I am happy to report that they are consistently coming back at 100 per cent.

We also continue to work closely with Fraser Health to ensure that we have adequate staffing levels throughout the home, and are bringing in agency staff to support whenever necessary.

I also want to address a letter that was sent dated November 30, 2020. That letter was sent to our Delta View families in error and was meant for our other care homes that are not currently on an outbreak. I understand that this has caused some confusion, especially regarding visitation, and I want to apologize for that. At this time, all visitation is still limited to compassionate care reasons only. While I know it isn't easy to be away from your loved ones for this long period of time, please continue to utilize the virtual visits and our well-wishes tool ([www.gss.org/well-wishes](http://www.gss.org/well-wishes)). The care home team is working diligently to get additional virtual visit times up and running across all of our units, and we want to thank you for your patience as they do that.

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,



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