



December 11, 2020

Dear residents and loved ones of Good Samaritan Mountainview Village,

As of today, our current COVID-19 case numbers are as follows:

- One active COVID-19 resident case on second floor east.
- Sadly, one resident has passed away.
- Three active COVID-19 employee cases.
- Two employees have recovered.

We continue to monitor all residents and employees closely and are conducting in-depth screenings twice a day, including temperature checks. As well, all long term care residents continue to be on contact droplet precautions, which means residents are isolated in their rooms, and employees wear additional personal protective equipment (masks, face shields, gowns and gloves). They will also be changing personal protective equipment between rooms.

We've also received some questions, and I wanted to clarify that employees in the long term care building, where the outbreak is declared, are not entering the assisted/independent living building. While the outbreak does not currently impact the assisted/independent living building, we are still asking those residents to please continue to wear masks when they leave their homes (masks are being provided), not to mingle with each other, and to limit any visitors to their suite in keeping with the current public health orders for British Columbia.

I want to assure you that we are working closely with Interior Health, 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. As a friendly reminder, visitation is now limited to compassionate care reasons only (e.g. end-of-life). I would encourage you to reach out to the care home if you would like to arrange a virtual visit, or you can send messages and photos to any resident in our care by visiting www.gss.org/well-wishes.

As I mentioned in my last communication to you, there is a page on our website where we post up-to-date case numbers as we receive them. You can view that information here: <https://gss.org/covid-19-outbreak-disclosure/>.

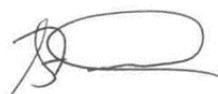
We are currently experiencing high call volumes at the care home, and our employees are doing their best to respond in a timely manner while also actively providing care to the residents. I know that access to timely information about your loved ones is imperative, and I can assure you that if you have left a message, the team at Mountainview Village 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/>).

I would like you to know that we are here to support you and your loved ones and will continue to keep you updated on this matter as we receive new information. If you have any questions, please reach out to Shelley Krebs, our site manager, by calling (250) 717-3918. 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 'Scott Fielding', with a stylized flourish at the end.

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