



December 2, 2020

Dear residents and loved ones of Good Samaritan Mountainview Village,

To update you since my last letter on November 29, 2020, we have now had another employee test positive for COVID-19, bringing our total to one resident and two employee cases. Due to this, Interior Health has advised that the entire long term care building is now considered a confirmed outbreak.

Outbreak protocols from my last letter continue to be in place for all areas of long term care, including:

- Enhanced screening of residents and employees, including temperature checks. Employees will be closely monitoring all residents and themselves for signs and symptoms of COVID-19.
- Temporary restrictions to group activities; residents will receive one-to-one recreation.
- Compassionate care visits only.
- Cancellation of non-essential services and non-urgent medical appointments.

All residents in long term care will now be placed on contact droplet precautions, meaning they will be required to stay in their rooms and employees will wear full personal protective equipment (gown, face shield, mask, gloves) when entering their room or provide care and services.

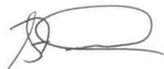
Contact tracing is being completed, and Interior Health will use that information to determine if additional asymptomatic testing will occur for residents. Should any resident or employee be identified as a close contact, they will be notified by Public Health and required to isolate for 14 days. Should any residents or employees develop symptoms, they will be isolated, and testing will be arranged. Please also note that if a resident needs to be tested, that information will be shared with their primary contact or legal health representative.

With visitation limited to compassionate care reasons for long term care at this time, I would encourage you to reach out to the care home to arrange virtual visits. As well, you can also use the well-wishes tool on our website (www.gss.org/well-wishes) to send messages and pictures to your loved ones.

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,



Scott Fielding

Vice President of Operations, Quality, and Clinical Supports