



December 4, 2020

Dear residents and loved ones of Good Samaritan Mountainview Village,

It is with a heavy heart that I inform you one of our residents who was COVID-19 positive has passed away. On behalf of the entire organization, I would like to say that our thoughts and prayers are with their family during this difficult time, and we are deeply sorry for their loss.

I know that this information is concerning, but I would like to assure you that we continue to comply with all of the Public Health orders and will continue to work closely with Interior Health to mitigate the spread of the virus.

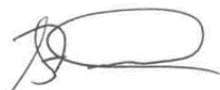
Contact tracing is also being completed based on where the most recent employee case worked, and asymptomatic testing will take place if a resident or employee is deemed to be a close contact. If a resident is identified as a close contact, their primary contact or legal health representative will be notified. As well, if a resident were to test positive, they would also be made aware right away.

Moving forward, we will be providing you with weekly formal communications like this letter unless there is a significant change. In order 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. I assure you that we 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 'S. Fielding', with a large, stylized flourish extending to the right.

Scott Fielding

Vice President of Operations, Quality, and Clinical Supports