



November 29, 2020

Dear residents and loved ones of Good Samaritan Mountainview Village,

Recently, an employee and a resident in long term care at the care home have tested positive for COVID-19. I want to assure you that we are working closely with Interior Health and have put outbreak protocols in place on the **second floor long term care** that includes:

- 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.
- Cancellation of non-essential services and non-urgent medical appointments.

The decision has been made to also pause all visitation for long term care residents except compassionate care visits. While this does not affect our assisted living residents, we are asking that those residents also consider limiting visitation as much as possible at this time.

We have also placed the residents on second floor west on contact droplet precautions as this is the area affected. Residents in this area 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. Residents of second floor east are also considered on outbreak however, they are only being required to be isolated on their unit.

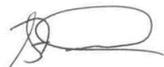
Contact tracing is being completed, and should any resident or employee be identified as a close contact, they will be notified by Public Health and required to isolate for 14 days. Should any residents or employees develop symptoms, they will be isolated, and testing will be arranged. Please also note that if a resident needs to be tested, that information will be shared with their primary contact or legal health representative. At the recommendation of public health, residents on second floor west will have asymptomatic swabs completed shortly.

With visitation limited to compassionate care reasons 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.

I want to assure you that we continue to work closely with Interior Health on this matter, and will share more information as the situation unfolds. 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