



January 26, 2021

Dear Good Samaritan Canada families and residents,

I wanted to reach out to you to provide you with an update on our current COVID-19 response.

While the rollout of the COVID-19 vaccine for those in our care is excellent news, we must remain vigilant and ensure that we continue to follow all public health orders to keep our residents, employees and communities safe. While social visits are permitted if a care home is not on outbreak, we kindly ask social visitors not to visit unless necessary, and only if they are feeling well. Essential visitors who provide support that is vital to a resident's care and wellbeing are also able to visit, but again, please only do so if you are feeling well.

Any visitor will be required to wear a mask upon arrival, and one will be provided to you. Please keep in mind that if a care home goes on a COVID-19 outbreak or has an exposure event, there may be additional visitation restrictions. In those cases, please refer to the specific communication sent out regarding the matter, or reach out to the site manager. To limit the risk of exposure as much as possible, we are also requesting that if any visitors learn they have COVID-19 or they become ill within 48 hours of visiting the care home, that they notify management right away.

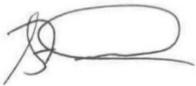
I also would like to remind you that the provincial government has currently restricted social gatherings, and everyone is not supposed to mingle with others outside their immediate household or core bubble. While our complex care residents are not to leave the care home at this time, this is particularly important for our assisted and independent living residents. Please continue to follow all public health orders to limit the risk of bringing COVID-19 into the care home.

I know that it is not easy being unable to see your loved ones, but on behalf of our employees I want to sincerely thank you for being understanding as we implement the protocols necessary to keep everyone as safe as possible. I encourage you to reach out to the care home to arrange virtual visits or go to our website (www.gss.org/well-wishes) to send messages and photos to anyone in our care. The well wishes have been particularly well received, and I have heard that some families even have binders made up for their loved ones to hold all of the messages and photos being sent in.

I am happy to report that those residents eligible in complex care (e.g. not ill), and that consented, continue to receive the first dose of the COVID-19 vaccine at all of our care homes. Some assisted living residents have also received the vaccine, but this is dependent on the health authority and their immunization campaign. As well, some of our employees have also had the opportunity to be immunized. I can tell you that this has created a powerful sense of hope at the care homes as this critical step in the fight against COVID-19 has taken place. We continue to work with the respective health authorities to roll out the first and second dose of the vaccine to our residents and employees. I want to thank you for your patience throughout this process as I know this rollout has required residents and families to provide consent under tight timelines.

If you have any questions or concerns, please continue to reach out to your site manager, or email goodsaminfo@gss.org. Again, thank you for your support and understanding as we have gone through these last eleven months.

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