



January 13, 2021

Dear residents and loved ones of Good Samaritan Heron Grove,

Public Health has notified us that our care home has a resident in our assisted living area who has tested positive for COVID-19, and for that reason our care home is considered to have had an "exposure event." While this does not mean that we are on a confirmed COVID-19 outbreak, I want to assure you that we are working closely with the health authority 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.

While the standard infection control measures were already in place at the care home, enhanced control measures are being implemented as directed by the Interior Health Medical Health Officer (MHO). Employees will be closely monitoring all residents for symptoms and all employees will be diligently monitoring themselves for signs of illness, including temperature checks before their shift. We are kindly asking all residents, including those in independent living, to minimize their movement around the care home whenever possible. Contact droplet precautions have been put in place for the resident who is positive, and that means employees are wearing full personal protective equipment when providing care and services to them, and then discarding it afterwards before providing care and services to anyone else. Additional measures for infection control may be directed by Interior Health as we learn more, and we will share that information with you.

Contact tracing has been conducted, and any residents or employee who may have been in close contact with the resident who has COVID-19 have already been contacted by IH Public Health and asked to isolate for 14 days. This does not mean that any additional residents or employees have contracted the virus.

COVID-19 is a respiratory illness. It can spread through droplets when a person coughs or sneezes, or touching the virus with your hands then touching your face before washing your hands. Symptoms of COVID-19 may be mild or severe. These may include fever, cough, fatigue, runny nose, sore throat, nausea, headache, malaise, vomiting or diarrhea. More severe symptoms can include difficulty breathing or chest pain. While most people will experience mild illness, older adults and people with pre-existing medical conditions are at higher risk for severe illness. Symptoms can be checked online at: <https://www.thrive.health/health-canada-self-assessment-tool>. For more information you can call 1-888-COVID-19 or text 604-030-0300 for non-medical COVID-19 questions and 8-1-1 for medical COVID-19 questions.

I know that this is a stressful time, and we will continue to keep you updated on this matter as we receive new information. If you have any questions, please reach out to Victoria Wilson, our site manager, by calling (250) 542-6101 Ext. 32222. 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. I do commit to you that we will continue to provide you with updates should anything change.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in black ink, appearing to be "S. Fielding", written over a horizontal line.

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