

## Family update #227

December 28, 2023

Dear family and friends,

### COVID Outbreak Update

As of today, two residents on the second floor of Wing Kei Crescent Heights have tested positive. We are grateful that their symptoms are mild and all residents are doing well. We will monitor the situation closely.

Currently **only essential visitors are permitted on the second floor of Wing Kei Crescent Heights**, including meal time assistants who provide feeding support during meals and emotional support for the residents. Other visitors to the unit please communicate with the unit nurse first prior to visitation.

As the number of COVID and Influenza cases in the community remains high, to limit the spread and protect our seniors, **it is mandatory that all staff and families/visitors wear mask continuously while on the unit**. Please delay visitation if you have any symptoms. You are also encouraged to get the flu shot for your protection. Thank you very much for your understanding!

### Reception closed: Jan 1, 2024

The Reception will be closed on New Year Day, January 1, 2024. Families and visitors please remember to bring your Access Card when you come to visit your loved one.

May I wish you all a very happy new year!

*The Lord is my strength and my shield;  
my heart trusts in him, and he helps me.  
My heart leaps for joy,  
and with my song I praise him.  
~ Psalm 28:7*

With gratitude,  
Kathy Tam  
Chief Executive Officer