

Family update #103

May 6, 2021

Dear family and friends,

Thank you so much for joining our Family Town Hall yesterday. We are grateful that our community of residents, families and staff banded together for the common good. With your support, we will take a phased approach to the relaxation of visitation restrictions as outlined in CMOH Order 16-2021. As discussed in last night's meeting, we will implement the Order in three phases:

Recommended Approach to CMOH 16-2021 Regarding Visitation			
Phase	1 Implement increase in designated family/support persons	2 Implement outdoor visitation	3 Implement indoor visitation
Timeline	By mid-May	By mid-June	By end of summer
Actions	<p>Increase the number of designated family/support persons from two to four immediately</p> <p>Complete a risk tolerance assessment of residents and families for indoor visits and share the results with you</p>	<p>Learn from implementing Phase 1 and ensure all challenges are addressed before embarking on Phase 2</p> <p>Create outdoor spaces for residents to visit with up to ten people</p> <p>Ensure we have the staff complement to facilitate these visits</p> <p>Review and revise our visitation policies and sharing them with you</p> <p>Implement outdoor visitation so you can enjoy sunshine and nature with your loved ones</p>	<p>Learn from implementing Phase 2 and ensure all challenges are addressed before embarking on Phase 3</p> <p>Re-assess resident risk tolerance</p> <p>Ensure we have staff in place to facilitate indoor visits</p> <p>Review and revise indoor visitation policies and share them with you</p> <p>Implement indoor visitation</p>

If you were unable to attend yesterday's town hall meeting and would like to provide your feedback about the revised visitation guidelines, you can complete the [survey](#) by Friday, May 14. We will continue to re-assess residents and families risk tolerance every six weeks. CMOH 16-2021 notes that we must have a minimum of 51% of residents agree to the changes, especially for indoor visitation, before we can move forward.

WING KEI

Vaccination for Designated Family/Support Persons

As per the provincial government's vaccine roll out plan, all designated family/support persons are eligible to be immunized. We strongly encourage you to receive at least one dose of the vaccine prior to visiting. If you require a verification letter to obtain the vaccine, please contact your manager.

Garden and Patio Beautification

Help to beautify our outdoor balconies and gardens!

Starting Saturday, May 8, we will gladly accept donations of small pre-filled outdoor flower or vegetable pots to beautify our Wing Kei balconies and gardens. Outdoor plants/flowers may be dropped off during designated food delivery times or special Mother's Day gift delivery times.

Please be sure to securely tape a label to the pot, in English, with your name and your loved one's name/room number and location (Crescent Heights, Greenview Supportive Living, or Greenview Long Term Care) so our Recreation team may show your gift to your loved one.

Mother's Day Gift Drop-Off Times

We've received requests from families who would like to drop off Mother's Day gifts and are happy to accommodate that this weekend. In addition to the reception hours for non-perishable items, we will have two more drop off times for Mother's Day gifts. Fresh cut flowers in a vase are acceptable.

- Saturday, May 8 from 10:30 a.m.-12:00 p.m.
- Sunday, May 9 from 1:00 p.m.-2:30 p.m.

If you plan to bring flowers, please be sure to place them in a vase. Plastic flower vase is preferred for safety. For Mother's Day, we will also accept perishable foods.

Thank you for continued your trust, patience, and support.

Shout for joy to the Lord, all the earth.

*Worship the Lord with gladness;
come before him with joyful songs.*

~ Psalm 100:1-2

Kathy Tam
Chief Executive Officer