

Family update #110

July 27, 2021

Dear family and friends,

Thank you very much to those who have completed the survey visitation that was sent out last week regarding your experiences with in-person. We received a lot of positive and encouraging feedback. If you have not yet completed the survey, please do so by Thursday, July 29, 2021. You can access it by clicking [here](#).

In-room Visitation

Based on your feedback and in keeping with our re-opening plan, as of yesterday, July 26, 2021, in-person in-room visits have been extended to two hours and the number of visits has been increased to two per week. If your visit overlaps a meal time, please let the care staff know at beginning of your visit so that your loved one's meal can be brought to their room and you can continue to visit uninterrupted. For the time being, we ask that you continue to pre-book visits at chfamilyvisit@wingkei.org for Crescent Heights and gvfamilyvisit@wingkei.org for Greenview.

Reception Hours

We also heard that there is a desire for extended reception hours, particularly during this transition period. We are pleased to respond to this request. Starting Tuesday, August 3, 2021 our reception hours at both Crescent Heights and Greenview will be:

- Monday to Friday: 8 am - 6 pm
- Saturday to Sunday: 9 am - 4 pm
- Statutory holidays: no reception

Family Town Hall

Our next Family Town Hall will be on Wednesday, August 4 from 5.30 pm to 6.30 pm. We will share the visitation survey results and discuss the new CMOH order. Please submit your completed [Registration Form](#) and questions by August 2 so that we can be sure to address them at the meeting. Please note only general questions will be answered at the meeting. If you have a question specific to your loved one, please contact your manager.

Jesus Christ is the same yesterday and today and forever.

~ Hebrews 13:8

With gratitude,

Kathy Tam
Chief Executive Officer