

## Family update #117

September 27, 2021

Dear family and friends,

### COVID Update

Residents who live on the fourth floor of Wing Kei Crescent Heights were administered the COVID test on Saturday. Results of 11 residents came back negative, 20 pending. This was a precautionary measure following the positive diagnosis of a family member and their loved one.

All residents and staff are doing well and are not experiencing any COVID symptoms. The resident who tested positive is recovering. Our status remains the same. We continue to monitor the situation very closely.

**It will take all of us working together, as a united Wing Kei family, to navigate this fourth wave.**

Thank you for limiting visitation at Crescent Heights only to essential visits. This has been very helpful. We are grateful for your understanding and cooperation. **If you are on site for an essential visit please remember to wear a mask throughout the building, including in your loved one's room.**

It is crucial that you follow all health protocols and take preventative measures such as washing your hands frequently and properly, maintaining social distance with anyone who does not live in your household, wearing a mask when you are in the presence of people outside of those who you live whether that is in your home, at work, running errands, or being in the community, and ensuring you are fully vaccinated against COVID.

We are confident and trust that our staff are responding to the situation with love, keeping the safety of your loved ones at top of mind. Our staff continue to follow all health protocols and preventative measures, including wearing additional PPE as required.

### Family Town Hall

Our next Family Town Hall will be on Wednesday, October 6 from 5.30 pm to 6.30 pm. Please submit your completed [Registration Form](#) and questions by October 4 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.

Thank you for keeping Wing Kei in your prayers.

*God is our refuge and strength, an ever-present help in trouble. Therefore we will not fear, though the earth give way and the mountains fall into the heart of the sea.*

~ Psalms 46:1-2 NIV

With gratitude,

Kathy Tam  
Chief Executive Officer