

Family update #121

October 1, 2021

Dear family and friends,

COVID Update

Our outbreak status at Wing Kei Crescent Heights fourth floor remains unchanged.

Visitation

With all residents and staff on the outbreak unit tested negative for COVID and no new cases since the outbreak was declared on September 25, Alberta Health Services Communicable Disease Control has indicated that **essential visits can take place with Wing Kei Crescent Heights fourth floor residents.**

To protect yourself and everyone else in the centre, and given that there is an active case on the unit, please note the following:

Visitors to the 4th floor of Crescent Heights:

- Limit visits to essential visits only
- Ensure a maximum of two visitors per resident, preferably from the same household
- **Put on a new mask and face shield/goggles when you enter Wing Kei (note: we will provide you with a face shield; if you prefer goggles please bring your own)**
- Wear the new mask and face shield/goggles continuously while at Wing Kei including in common areas and in your loved one's room
- Take the rapid test when you resume the visit, as it has been a week or longer since you last visited before the outbreak. Take the rapid test at least once a week if you are a regular visitor; rapid tests are provided on-site at Wing Kei by requesting it during screening; while this is not mandatory we highly recommend and encourage it
- Bring in food and love packages for your loved one, if you would like

Visitors to the 2nd, 3rd and 5th of Crescent Heights:

- Resume normal visits
- Try to limit to two visitors for each resident, preferably from the same household, to allow better physical distancing
- Put on a new mask and wear it continuously in common areas and resident rooms
- Take the rapid test at least once a week if you are a regular visitor; rapid tests are provided on-site at Wing Kei by requesting it during screening; while this is not mandatory we highly recommend and encourage it
- Bring in food and love package for your loved one, if you would like

For both Crescent Heights and Greenview, please be sure to visit during the following hours only so that we can conduct the mandatory health screening prior to you visiting your loved one:

- **Monday to Friday from 8 am to 6 pm**

- **Saturday and Sunday from 9 am to 4 pm**

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.

Updates

With the situation is stable on the fourth floor we will not provide daily updates. Should there be a change, we will notify you.

Thank you for your continued support in following all health protocols closely. It makes a big difference in helping us protect residents, staff, and one another.

*Let everything that has breath praise the Lord. Praise the Lord.
~ Psalms 150:6*

With gratitude,

Kathy Tam
Chief Executive Officer