

## Family update #122

October 5, 2021

Dear family and friends,

### COVID Update

We are sorry to inform you that a resident who lives on the fourth floor of Wing Kei Crescent Heights has tested positive for COVID. The resident exhibited mild symptoms on Sunday, was swabbed, and received positive result. The resident has been in isolation since Sunday.

As required by the Communicable Disease Control, all residents on the fourth floor are now on quarantine until another PCR (polymerase chain reaction) test is conducted on Friday, October 8. The quarantine will be lifted when all test results are negative.

A heartfelt thank you to the Wing Kei team who monitor residents very closely, notice symptoms no matter how mild, and take immediate action. They are modelling our approach of responding with love, not fear.

### Visitation

**Visitations for family members on the fourth floor is permitted with extra precaution required. Visitors for other floors are permitted. We continue to encourage essential visits only as the facility is currently on COVID outbreak.** We will update you when there is any change to the visitation protocol.

### Family Town Hall

Our next Family Town Hall is tomorrow, October 6 from 5.30 pm to 6.30 pm. If you wish to attend and have not yet registered, please complete and submit the [Registration Form](#) as soon as possible.

Thank you for your prayers, patience, and support.

*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