

Family update #123

October 12, 2021

Dear family and friends,

COVID Update

We are sorry to inform you that another resident who lives on the fourth floor of Wing Kei Crescent Heights tested positive for COVID on October 9, 2021. The test result came back after all residents on the fourth floor were administered a second swab test on October 8, 2021. The results of the other residents as well as all staff who work on the fourth floor are negative.

Since September 25, 2021, three residents who live on the 4th floor of Wing Kei Crescent Heights have tested positive for COVID. The first resident has fully recovered. The second resident, who tested positive on October 5, does not have any symptoms and has fully recovered. The third resident is also asymptomatic.

Our outbreak status remains the same. However, quarantine of residents on the fourth floor was lifted on October 10 since the resident who most recently tested positive for COVID does not have any symptoms. This change was directed by Alberta Health Services Communicable Disease Control.

We are thankful that all eligible residents at our three locations have received the third dose of the vaccine. The vaccine has been a huge factor in preventing severe outcomes for residents who have acquired the virus. The vaccine works and is protecting your loved ones.

Reminder: Visitation

Family members with loved ones who live on the fourth floor of Crescent Heights are permitted to visit with strong encouragement to take extra precautions including:

- Take a rapid test prior to visiting your loved one; rapid tests are available during the screening process when you come to Wing Kei
- Wear a face shield during visits
- Limit visitors to two individuals at a time, ideally from the same household

Visitors to other floors are permitted. We continue to encourage essential visits only as the facility is currently on COVID outbreak. We will update you if there is any change to the visitation protocol.

Visitation Survey

Many thanks to the 84 families who have already completed the visitation survey that was distributed last Friday. If you have not yet filled out the survey to share your ideas and perspectives on visitation please do so as soon as possible and by Friday, October 15, 2021 at the latest. You can access the survey [here](#) to complete and submit as soon as possible. Your feedback will help us to chart a path forward on visitation, particularly during this fourth wave of the pandemic.

We are energized by the prayers and encouragement you are offering to Wing Kei. We continue to keep you in our thoughts. We are journeying this path together.

I call to you, Lord, come quickly to me;

hear me when I call to you.

May my prayer be set before you like incense;

may the lifting up of my hands be like the evening sacrifice.

~ Psalms 141:1-2

With gratitude,

Kathy Tam

Chief Executive Officer