

Family update #124

October 15, 2021

Dear family and friends,

COVID Update

We are very grateful that residents at our centres are doing very well. Residents who live on the fourth floor of Crescent Heights, and the staff who work on the unit caring for residents, completed another round of swabs today. We remain on outbreak status on the fourth floor of Crescent Heights. Thank you to families for your support and patience in complying with our request for essential visits only. That has helped us to create a safe and protected space for residents during the outbreak.

Modernization of Elevators at Wing Kei Crescent Heights

Modernization work for the two elevators at Crescent Heights will begin on Monday, October 18, 2021. The project will take approximately three months. We apologise in advance for any inconvenience this work may cause. Please be aware of that:

- Contractors will be screened before entering Wing Kei
- Only one elevator will be in service while work is in progress
- The north door exit (near the TD exit) will be blocked off and unavailable for use
- You may see contractors in the parkade, basement elevator lobby, and main floor elevator lobby Mondays to Thursdays between 7 am and 5 pm
- Two parking stalls (closer to the elevator room) will be reserved for the contractors

Visitation Survey

Many thanks to the over 100 people who completed the visitation survey and shared ideas and perspectives. If you have not yet filled out the [survey](#), please do so as soon as possible by clicking [here](#). **The survey closes today.**

Take Care

We are glad that the number of new and active COVID cases is beginning to drop. This is not an indication that we are at the end of the fourth wave of the pandemic. It will take several weeks before that can be properly assessed. Please continue to be extra-cautious in all your interactions. This is even more critical with flu season coming. Please do all you can to stay safe and healthy.

*I call out to the Lord,
and he answers me from his holy mountain.
~ Psalm 3:4*

With gratitude,

Kathy Tam
Chief Executive Officer