

## Family update #127

October 30, 2021

Dear family and friends,

### COVID Update

An outbreak has been declared on the 5<sup>th</sup> floor of Crescent Heights following the positive diagnosis of a staff member today.

We are grateful that since all residents on the 5<sup>th</sup> floor are fully immunized, and no residents or other staff are experiencing COVID-related symptoms, quarantining is not required. All residents and staff on the the 5<sup>th</sup> floor have been swabbed as a precautionary measure. The staff member who tested positive is fully immunized and is isolating at home. We will keep in close contact with the individual to support a full recovery.

**Only essential visits are allowed on the 5<sup>th</sup> floor of Crescent Heights.** All staff working on the 5<sup>th</sup> floor as well as visitors to the unit must wear eye protection and a mask while on the unit. As the outbreak on 4<sup>th</sup> floor has not been lifted yet, we also encourage essential visits only for residents who live on the 4<sup>th</sup> floor.

### Family Town Hall

Please remember that our next Family Town Hall will be on Wednesday, November 3, 2021 from 5.30 pm to 6.30 pm. We will be discussing visitation protocols based on the public health orders that were released a few days ago (CMOH 49-2021) and the results of the family survey. We encourage your participation in the Family Town Hall.

If you are planning on attending, please submit a completed [Registration Form](#), along with any questions you have, by November 1 so that we can 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.

*From the Lord comes deliverance.*

*May your blessing be on your people.*

*~ Psalm 3:8*

With gratitude,

Kathy Tam  
Chief Executive Officer