

## Family update #128

November 1, 2021

Dear family and friends,

### COVID Update

We are grateful that the test results of all residents on the 5<sup>th</sup> floor of Crescent Heights are negative. The results we have received for staff members are also negative. Another prevalence swab will be conducted on Friday as a precautionary measure.

The outbreak status on the 4<sup>th</sup> and 5<sup>th</sup> floors of Crescent Heights remain unchanged. All residents and staff are doing well. Residents are not required to quarantine and continue to enjoy one another's company. We continue to monitor everyone very closely.

**Only essential visits are allowed on the 5<sup>th</sup> floor of Crescent Heights for the time being.** 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

Our next Family Town Hall is on Wednesday, November 3, 2021 from 5.30 pm to 6.30 pm. We will provide an update on visitation protocols given the public health orders that were released a few days ago (CMOH 49-2021) and the results of the family survey.

To attend, please submit a completed [Registration Form](#). You are welcome to include questions that you would like discussed at the Town Hall on the registration form. Please send questions by noon tomorrow, Tuesday, November 2. 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.

*But from everlasting to everlasting  
the Lord's love is with those who fear him,  
and his righteousness with their children's children—  
with those who keep his covenant  
and remember to obey his precepts.  
~ Psalms 103:17-18*

With gratitude,

Kathy Tam  
Chief Executive Officer