

Family update #131

November 12, 2021

Dear family and friends,

COVID Update

We are very grateful that the outbreak on the 5th floor of Crescent Heights has been lifted today as directed by the Communicable Disease Control of Alberta Health Services. Sincere thanks to the dedicated care, cooperation and support of all staff and families to keep our seniors healthy and safe.

Currently all our centres are free of COVID, residents may enjoy the programs and interact in common areas, and visitors may continue with their visits based on our current visitation protocols.

Reminder: Survey on Visitation Protocol will close on Friday, Nov 12

As mentioned in our family letter #129, our senior leadership team has developed an updated recommendation for visitation to better protect the safety and health of residents, staff, and visitors based on the:

- Preferences of families identified in the risk tolerance survey last month
- [Enhanced COVID-19 Protection for Continuing Care](#) announced by Alberta Health on October 19 and its associated [CMOH Order 49-2021](#) issued on October 20

An [online survey](#) was also embedded in the family letter to gauge your agreement with this recommendation. If you haven't submitted the survey and would like to express your opinion, please click [here](#) to complete the survey as soon as possible. Your feedback is most important to us as we always count on you to provide us guidance in making decisions. The survey will close today.

Thank you for your continued prayer and support.

*Taste and see that the Lord is good;
Blessed is the one who takes refuge in Him.
~Psalm 34:8*

With gratitude,

Kathy Tam
Chief Executive Officer