

Family update #132

November 19, 2021

Dear family and friends,

COVID Update

One staff member on the second floor of Crescent Heights was diagnosed with COVID yesterday. An on-site rapid test during the staff screening process showed a positive diagnosis. The individual, who experienced mild symptoms, is isolating at home. All residents on the second floor have been swabbed as a precautionary measure.

Communicable Disease Control has placed us on *under investigation* status; outbreak status is not required.

There is no change to visitation protocols. Please remember that all visitors are required to wear a mask continually, practice hand hygiene diligently, and maintain social distance while in our centres. You are strongly encouraged to take a rapid test upon arrival, especially if you have been in crowded area prior to coming to Wing Kei. We ask frequent visitors to take the rapid test at least once a week.

Family Orientation: Nov 25

The next [Family Orientation](#) will be held on Thursday, November 25 from 5.30 pm to 6.30 pm via Zoom. Family members whose loved ones began living at Crescent Heights or Greenview since March 2020 may click [here](#) to register. The Wing Kei culture, our approach to care, and available services will be discussed. While the orientation is geared to new families, others who are interested are also welcome. The Zoom link will be sent to the registrants.

Stay safe and God bless.

*Surely your goodness and love will follow me
all the days of my life,
and I will dwell in the house of the Lord
forever.
~Psalm 23:6*

With gratitude,

Kathy Tam
Chief Executive Officer