

## Family update #138

January 4, 2022

Dear family and friends,

Happy New Year! We pray that 2022 brings us comfort, beauty, and love.

We have several updates to share with you.

### COVID-19 Update

Due to the highly infectious nature of the Omicron variant, several staff have been isolating at home, either because they are waiting for a PCR test to be done or because symptoms have developed. As of today, eight of the Crescent Heights team, seven of the Greenview long term care team, and six of the Greenview supportive living team are not able to attend work. Just to be safe, residents on the affected units took the rapid test. We are grateful that the results are all negative. We will continue to monitor everyone closely.

Alberta Health Services Communicable Disease Control has determined our three sites are not on outbreak as we do not meet the criteria of two or more positive cases in a facility.

We are having challenges given the sudden decrease of staff and are doing our best to coordinate replacement staff to account for the shortage. In the meantime, please be aware that the staff who are working are busier than usual caring for residents. We ask for your patience and understanding if there is a delay in meeting any non-urgent needs of residents or families.

### Visitation

To limit the spread of Omicron, it is extremely important to follow all health protocols and Wing Kei visitation guidelines. Health screening upon entering our facilities is mandatory. Please do not visit outside of visiting/reception hours when screeners are not available. When you leave the facility after visitation hours, please make sure you do not let anyone else enter the building.

Between December 20 and December 26, 444 people visited their loved ones at Crescent Heights and 110 completed rapid tests. At Greenview during the same period, 579 people visited their loved ones and 200 visitors took the rapid test. These numbers tell us how busy staff were during that time. They were so pleased to provide screening so that residents and families could enjoy time together. We are very thankful for their hard work and support.

### Family Town Hall

A reminder that our next Family Town Hall is tomorrow, Wednesday, January 5, 2022 at 5.30 pm. Hope to see you then.

With thanks for your continued prayers and support.

*Don't worry about anything; instead, pray about everything.  
Tell God what you need, and thank him for all he has done.  
Then you will experience God's peace, which exceeds anything we can understand.  
His peace will guard your hearts and minds as you live in Christ Jesus.  
~ Philippians 4:6-7*

With gratitude,

Kathy Tam  
Chief Executive Officer