

Family update #140

January 12, 2022

Dear family and friends,

We have several updates to share with you.

COVID-19 Update

Following the positive diagnosis of two staff at Crescent Heights, an outbreak has been declared for the 3rd, 4th and 5th floor of Crescent Heights. As a precautionary measure, all residents on the affected units have been swabbed. Greenview Supportive Living and Long Term Care remain under investigation. We are grateful that all residents are doing well.

As of today, Wing Kei has several staff who are isolating at home, either because they are waiting for their PCR test results or because they have become symptomatic. At the Crescent Heights facility there are eight staff unable to attend work. Greenview Supportive Living and Long Term Care each has four staff that have been affected. We will continue to monitor everyone closely. We pray the staff recover easily and quickly.

We are experiencing challenges given the sudden decrease of staff and are doing our best to coordinate replacement staff to account for the shortage. We ask for your continued patience and trust. We are caring for your loved ones with the same joy and enthusiasm as always.

Visitation

Thank you for heeding our request from last week to come only for essential visits for the time being. We have seen a decrease in visitors already and we are grateful for your cooperation. Decreased traffic in our centres helps us to better manage the outbreak and staffing shortages. Due to the outbreak, we will not be accommodating unvaccinated or partially vaccinated visitors at Crescent Heights.

For essential visitors, please continue to follow Wing Kei's visitation protocols. Be sure to arrive when screening staff are available. Prior to your visit, please be extra mindful of how you are feeling and delay your visit if not feeling well (even if your symptoms are mild) or having contact with someone who tested positive for COVID-19 in last 14 days.

Stay Safe and Healthy

Please listen to the provincial government's advice to minimize your interactions. Take every precaution you can to keep yourself, your family, and your community healthy and safe. Please continue to encourage everyone around you to be vaccinated with all three doses of the vaccine.

*Cast your cares on the Lord and he will sustain you;
he will never let the righteous be shaken.*

~Psalms 55:22 NIV

With gratitude,

Kathy Tam
Chief Executive Officer