

Family update #145

February 1, 2022

Dear family and friends,

Happy Chinese New Year! May I wish you a healthy and successful Year of the Tiger!

COVID-19 Update

We are thankful that the outbreak at Crescent Heights and Greenview Supportive Living have been lifted. The outbreak status at Greenview Long Term Care third floor remains the same.

Visitation

We ask families to continue to visit for essential visits only, at all three sites, for the time being. There are protocols and documentation that must be completed following an outbreak which our teams are currently working on.

Beginning at 1 pm on Wednesday, February 2, we are pleased to open visitation for Crescent Heights visitors and Greenview Supportive Living visitors in time for Chinese New Year. We know residents love celebrating with their families.

Visitation is not yet permitted on the 3rd floor of Greenview Long Term Care due to continued outbreak status. Visits to the Main and 2nd floor of Greenview Long Term Care continue to be limited to essential visits only. Non-perishable food in sealed package with expiry date can be dropped off during reception hours for Greenview Long Term Care residents.

| Centre | Outbreak Status | Visitation |
|------------------|-----------------------------------|--|
| Crescent Heights | No longer on outbreak | Visitation permitted beginning Wednesday, February 2 at 1 pm following the guidelines below |
| Greenview LTC | Outbreak on 3 rd floor | Essential visits on Main floor and 2 nd floor, No visitation on the 3 rd floor |
| Greenview SL | No longer on outbreak | Visitation permitted beginning Wednesday, February 2 at 1 pm following the guidelines below |

As a reminder, the following visitation guidelines are in place:

| Criteria | Fully vaccinated visitors | Partially or unvaccinated visitors |
|--------------------|--|---|
| Number of visitors | <ul style="list-style-type: none"> Two visitors at a time | <ul style="list-style-type: none"> Essential visits only; two visitors at a time |

| Criteria | Fully vaccinated visitors | Partially or unvaccinated visitors |
|----------------------------------|--|--|
| Location of visit | <ul style="list-style-type: none"> • Visits in common areas and/or resident rooms | <ul style="list-style-type: none"> • Visits in designated location not on the unit • Resident will be brought to location wearing a face shield |
| Rapid testing | <ul style="list-style-type: none"> • Recommend essential visitors take a rapid test prior to visiting • For all other visitors, encourage rapid testing at least once a week and if visitors have been in a crowded area before visiting | <ul style="list-style-type: none"> • Rapid testing required prior to each visit • Visitors must adhere to PPE guidelines, upon the guidance of screening staff |
| Children visiting | <ul style="list-style-type: none"> • No visitors under 12 years of age | <ul style="list-style-type: none"> • No visitors under 12 years of age |
| Booking visits | <ul style="list-style-type: none"> • No pre-booking required | <ul style="list-style-type: none"> • Pre-booking required three business days or more in advance of the visit so that we can arrange staffing to bring your loved one to the designated location <p><i>To pre-book email chfamilyvisit@wingkei.org for Crescent Heights, or gvfamilyvisit@wingkei.org for Greenview</i></p> |
| Visiting during outbreaks | <ul style="list-style-type: none"> • Essential visitors only during outbreak | <ul style="list-style-type: none"> • Visitation dependent on outbreak protocols |

Family Town Hall

Our monthly Family Town Hall is taking place tomorrow, February 2 via Zoom from 5.30 pm to 6.30 pm. If you have not registered, please do so by clicking [here](#) as soon as possible.

Thank you for keeping Wing Kei in your prayers.

*I call on you, my God, for you will answer me;
 turn your ear to me and hear my prayer.
 Show me the wonders of your great love,
 you who save by your right hand*

*those who take refuge in you from their foes.
Keep me as the apple of your eye;
hide me in the shadow of your wings.
~ Psalms 17:6-8*

With gratitude,

Kathy Tam
Chief Executive Officer