

## Family update #147

February 25, 2022

Dear family and friends,

We hope you were able to celebrate the Chinese New Year with good food and warm gatherings. Throughout this month, residents have been happily enjoying tasty Chinese New Year dishes, festive celebrations, and meeting beloved family members. We will share snapshots of these moments at our upcoming Family Town Hall on March 2, 2022.

### Visitation

Please note that the three-phase approach to lifting public health protections announced by Premier Kenney earlier this month does not apply to continuing care centres such as ours, as residents are more vulnerable to experience more severe outcomes of the virus. We will notify you as we learn more about when and how measures will be eased in continuing care.

Our current visitation protocols continue to include:

- **Screening**—Visitors must be screened prior to visiting
- **Masking**—Visitors must continuously mask when on site
- **Pre-booking**—Visitors who are not fully immunized must book visits in advance so we can arrange for your loved one to be brought to the designated visiting area
- **Children**—Visitors under 12 years old are not yet allowed unless under special circumstances and with prior approval from the clinical manager

### Website Redevelopment Feedback Survey

Thank you for sharing your insights and suggestions for our website redevelopment project. We received many valuable comments that will inform our decisions as we continue with this work. Though the survey is now closed, you are welcome to send us ideas or suggestions for website improvement any time.

### Family Town Hall: March 2

Our next [Family Town Hall](#) will be next week, Wednesday, March 2, 2022 at 5.30 pm. Please complete the [Registration Form](#) which includes a space for you to note questions you would like discussed at the Town Hall. Please register and send in your questions by Monday, February 28. Please note only general questions will be answered at the meeting. If you have a question specific to your loved one, please contact your manager.

### Family Orientation: March 17

Family members whose loved ones began living at Crescent Heights or Greenview during the pandemic may click [here](#) to register to attend the upcoming [family orientation](#) on Thursday, March 17, 2022 from 5.30 pm to 6.30 pm. Our Wing Kei culture, approach to care, and available services will be discussed. While the orientation is geared to new families, others who are interested are also welcome. Please register by March 15.

### Stay healthy and help protect our seniors

We are grateful that the number of active COVID cases appears to be declining in the province, decreasing pressure on the health care system. It is likely, given Premier Kenney's initial announcement, that more measures will be lifted early next week. Please continue to exercise caution and diligence in minimizing transmission and protecting yourselves, your families, and your communities.

Thank you for your continued trust, patience, and support.

*Trust in the Lord with all your heart  
and lean not on your own understanding;  
in all your ways submit to him,  
and he will make your paths straight.  
~ Proverbs 3:5-6*

With gratitude,

Kathy Tam  
Chief Executive Officer