

## Family update #151

April 4, 2022

Dear family and friends,

### COVID Update

As we know from the news and medical professionals, the new Omicron variant is even more highly transmissible than the previous one. As a result, the virus has spread quickly on the second and fifth floors of Wing Kei Crescent Heights. Currently 22 residents on the second floor and 9 residents on the fifth floor tested positive with PCR tests. We are grateful that residents have received all three doses of the vaccine and are not experiencing serious symptoms. Some residents are already recovering. As a precautionary measure, residents who tested negative will receive another PCR test tomorrow.

Several staff are not able to come to work because they have symptoms or are isolating at home. We are coordinating replacement staff to account for the staff shortage we are experiencing. In the meantime, please be aware that the staff who are able to come to work are busier than usual and doing their very, very best to care for residents with the compassion and joy Wing Kei is known for. Please be patient should there be a delay in meeting any non-urgent needs of residents or families. Rest assured knowing that your loved one is receiving quality, safe care.

Given staffing capacity, we also ask that you refrain from calling the unit unless urgent. Our team completes resident assessments and provides update daily. Should there be any change in your loved one's condition, we will contact the designated family member as soon as possible.

### Visitation

**Currently only essential visits are permitted on the second and fifth floors of Crescent Heights.** We recommend that visitation be limited to essential visits on the remaining floors, as a precautionary measure. Limiting the number of people in our centre will minimize spread of this highly contagious variant.

Thank you very much for your prayers, understanding, and trust.

*Because of the Lord's great love we are not consumed, for his compassions never fail.*

*They are new every morning; great is your faithfulness.*

*I say to myself, "The Lord is my portion; therefore I will wait for him."*

*~ Lamentation 3:22-24*

With gratitude,

Kathy Tam  
Chief Executive Officer