

Family update #166

July 12, 2022

Dear family and friends,

COVID-19 Update

We are grateful that the COVID outbreaks on the third floor of Crescent Heights and the main floor of Greenview Supportive Living have been lifted. All residents have recovered. Thank you for adhering to visitation requests; your cooperation helped to prevent the spread of the virus.

COVID Protocols

Thank you to all the families who attended the family town hall last week. We appreciated your feedback on the easing of CMOH orders, the new AHS directives, and our proposed plan to phase out certain preventative measures. Our plan is to ease measures in a phased approach:

Protocol/process	Phase out by...	
Resident quarantine upon admission	July 5, 2022 (will administer COVID test as a precaution)	
Resident screening after absence	July 5, 2022	
Staff screening (<i>staff will self-screen prior to shift</i>)	July 11, 2022	
Enhanced cleaning	July 14, 2022	
Active visitor screening	Ongoing until further notice (reassess regularly)	89% of family members indicated they would prefer visitors are screened upon arrival (poll conducted at the town hall).
Proof of vaccination for visitors	Ongoing until further notice (reassess regularly)	86% of family members indicated they would like visitors to show proof of vaccination (poll conducted at the town hall).
Visitation in common areas for visitors who are not vaccinated or prefer not to disclose their vaccination status	Ongoing until further notice (reassess regularly)	86% of family members indicated they are uncomfortable with people who are not vaccinated or who are partially vaccinated visiting their loved ones on the unit (poll conducted at the town hall).
Staff and visitor continuous masking	Ongoing as per AHS guidelines	
Resident isolation following positive test	Ongoing as per AHS guidelines (<i>note: only residents who test positive are required to isolate</i>)	

We invite you to complete a [survey](#), specific to the protocols highlighted in purple above. We invite all families, including those who participated in the online poll during the family town hall, to complete the survey by clicking [here](#). **Please submit the survey by Wednesday, July 20, 2022.** Family members who were unable to attend the family town hall and would like to gain a better understanding of our phased approach to easing protections can view the recording of the meeting [here](#). In addition to family input, we are seeking resident feedback. We will report on both in the next two weeks.

Thank you, as always, for your trust.

We hope you are enjoying the summer. Be sun-safe—keep hydrated by drinking plenty of water and wear sun screen to protect your skin.

Taste and see that the LORD is good! How blessed is the person who trusts in Him!
~ Psalm 34:8

With gratitude,
Kathy Tam
Chief Executive Officer