

Family update #168

July 27, 2022

Dear family and friends,

COVID Update

We are grateful that all seven residents on the main floor of Greenview Supportive Living who had tested positive for COVID have recovered well and are out of isolation. The outbreak is expected to be lifted on August 3 if there is no new case. **Family members who wish to visit Greenview Supportive Living Main Floor residents please communicate with the nurse on the unit first before the visit.**

One resident on the second floor of Wing Kei Crescent Heights had tested positive on July 21. The resident has been recovering well and off isolation already.

Please note that from now on, we will follow the direction from the Communicable Disease Control that when only one resident has tested positive, the unit is not classified as being on high alert or outbreak. Accordingly we will notify families only when there is high alert or outbreak.

Crescent Heights Main Floor Renovation Update

Phase 1 renovation completed last week. Family members may have seen partitions enclosing the area from the water fountain to the old tea lounge built for Phase 2 renovation since the past few days. The water fountain will be removed according to AHS Infection Prevention and Control guidelines; the reception area will be relocated to be nearer the main entrance. Phase 2 is scheduled to complete by mid-September.

Access to the Front Garden

During this phase, access to the front garden through the original doorway will no longer be available. In order to let residents and families/visitors to continue to enjoy the beautiful weather and sunshine, after consultation with the families, the facilities team and the contractor have come up with a solution – a gate and pathway will be built from the iron fence of the front garden to provide temporary access. It will be ready for use by next Friday, August 5. We are very thankful for the suggestions from the families and the hard work of the team.

In the meantime, please continue to take your loved ones to the unit balcony or for walks in the neighborhood/nearby parks. Please be mindful to follow safety regulations/protocols for supervised balcony use:

- Ask your HCA or nurse to unlock the balcony door for you
- Write your loved one's room number on the sign out white board
- Keep balcony doors closed at all times
- Stay with your loved one; do not leave resident(s) unattended
- Use the benches on the balcony; do not take any furniture out onto the balcony
- Adhere to the protocols and maximum capacity posted on the balcony door
- Inform care staff once you have left the balcony so they can lock the door

Family members please remember to sign out the resident on the unit outing board if you are taking your loved one to the balcony, the front garden or out of the facility.

Access to the facility during renovation

During Phase 2 renovation, partitions have been built blocking the view of the receptionist for any visitors at the main entrance. If the screener is not available to open the door for you as usual, please press 2-2-2-1 on the intercom by the entrance and wait for our staff to open the door for you. We apologize for any inconvenience and thank you for your understanding.

Family Forum on Crescent Heights Renovation – Aug 4

In order for us to provide updates on Crescent Heights Main Floor renovation, receive feedbacks and answer any questions that family members may have regarding the renovation, **a forum for Crescent Heights family members will be held on August 4 (Thursday) from 5 pm – 5.45 pm via Zoom.** Please click [here](#) to register by Wednesday, August 3 if you are interested to attend and we will send you the Zoom link later.

Family Town Hall: Aug 3, 2022

Our next [Family Town Hall](#) is on Wednesday, **August 3, 2022 from 5.30 pm – 6.30 pm.** To attend, please complete the [Registration Form](#) by Monday, August 1, 2022 and include any questions that you would like to discuss at the Town Hall. Please note that only general questions will be answered and if you have any personal questions, please contact the unit manager.

Family orientation: Wednesday, Aug 10

Family members whose loved ones began living at Crescent Heights or Greenview in the past few months are invited to attend the upcoming [family orientation](#) on Wednesday, **August 10, 2022 from 5.30 pm – 6.30 pm.** Please register by clicking [here](#). 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 August 8, 2022.**

Thank you very much for your continued support! Enjoy the nice beautiful weather and sunshine!

Give thanks to the Lord, for He is good! His faithful love endures forever.

~ Psalm 107:1

With gratitude,
Kathy Tam
Chief Executive Officer