

Family update #180

November 15, 2022

Dear family and friends,

COVID-19 Update

Below is the update as of this morning:

Greenview Long Term Care	Greenview Supportive Living	Wing Kei Crescent Heights
Second floor – nineteen residents have tested positive	Second floor – eight residents have tested positive Third floor – one resident has tested positive	Third floor – fifteen residents have tested positive
Outbreak has been declared on Nov 5	Outbreak has been declared on Nov 5	Outbreak has been declared on Nov 9
Essential visitors only to the second floor	Essential visitors only to the second floor	Essential visitors only to the third floor

We are grateful that the symptoms of the affected residents are mild and the residents are recovering well. We thank you for limiting your calls to the units as our teams are extremely busy at this time ensuring all residents are well taken care of and all outbreak processes and protocols are being diligently followed. Someone from the team will call you if there are any changes with your loved one.

Survey on visitation protocols

We conduct surveys of residents and family members regularly to obtain your feedback on our current visitation protocols. If you are interested to provide your opinion and have not completed the [November survey](#), please click [here](#) to complete it and let us know.

Family Town Hall: Dec 7, 2022

Our next [Family Town Hall](#) is on Wednesday, **December 7, 2022 from 5.30 pm – 6.30 pm**. To attend, please complete the [Registration Form](#) by Monday, December 5, 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.

Thank you very much for your prayer and support.

*The Lord Himself goes before you and will be with you;
 He will never leave you nor forsake you.
 Do not be afraid; do not be discouraged.”
 ~ Deuteronomy 31:8*

With gratitude,
 Kathy Tam
 Chief Executive Officer