

Family update #181

November 18, 2022

Dear family and friends,

COVID-19 Update

Below is the update as of this morning:

Site	Greenview Long Term Care	Greenview Supportive Living	Crescent Heights
Resident Status	<p>Second floor – nineteen residents have tested positive of which nine residents are in isolation. Fully recovered residents are off isolation.</p> <p>Third floor – two residents have tested positive</p>	<p>Second floor – nine residents have tested positive</p> <p>Third floor – one resident has tested positive</p>	<p>Third floor – twenty-three residents have tested positive</p> <p>Fourth floor – one resident has tested positive</p>
Outbreak Status	Entire building has been declared to be on outbreak	Entire building has been declared to be on outbreak	Third floor on outbreak
Visitation	Essential visitors only to the second and third floor	Essential visitors only to the second and third floor	Essential visitors only to the third and fourth floor

While we are sad to learn that more residents have become infected with COVID, we are grateful that their symptoms are mild. Residents are recovering well. Our teams are working incredibly hard to minimize the spread of the virus and to closely monitor the health of each resident.

We need your help to limit the spread of the virus

A number of viruses are circulating in the community including COVID, other respiratory infections, and the flu. Please be cautious in your interactions outside of your immediate family. Wearing a mask and washing your hands frequently continue to be good options to minimizing transmission.

Families and visitors are reminded to follow several precautionary measures to protect residents:

- Please do not visit if you are feeling unwell, even if your symptoms are very mild
- Please use our rapid test service once a week if you are a regular visitor
- Please wear a mask continuously while in the facility and practice good hand hygiene
- Please ensure your COVID booster immunizations are up to date—the bivalent vaccine is available at pharmacies free of charge
- Please take the flu vaccine—it is available in all pharmacies free of charge with a high dose for individuals who are 65+ years of age

Show kindness to our team

Our staff is working very, very hard to take care of your loved ones. They are following all protocols and doing everything they can to bring joy to residents. Please continue to show them kindness in your interactions. Saying thank you goes a long way to bolstering staff morale, especially when they are navigating outbreaks. We are so blessed to have such a dedicated team who wholeheartedly believe that we are all one Wing Kei family, each doing our part to love and care for residents.

*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

