

## Family update #194

March 3, 2023

Dear families, residents and friends,

### Greenview Intruder Incident

On February 28, 2023 at around 4:00 am, an intruder broke the lock on the loading dock and accessed the Greenview Supportive Living basement. The intruder was unable to access any other part of the building. The Greenview team acted calmly and swiftly, calling police and the security company when they discovered the intruder at 5:45 am upon their arrival to work.

The intruder's actions were captured on CCTV. We have contacted Calgary Police Services and have directed the security company to conduct an audit and identify how we can improve the safety and security of our buildings. An immediate learning is that our buildings are safe—the intruder was contained in the basement with no ability to access any other floors.

We are grateful that residents and staff were safe throughout the incident. A big thank you to the Greenview team who knew how to respond and did quickly and efficiently. Debriefing and information sessions have been held on site immediately.

We will address any questions you have regarding this incident at the Family Town Hall on April 5<sup>th</sup>, 2023.

Please rest assured that the buildings are safe and secure and that we will take steps to make improvements based on the audit from the security company.

### COVID-19 Update

The third floor of Wing Kei Greenview Long-Term Care remains on high alert status with one confirmed case of COVID-19. All other residents have received another Rapid Antigen Test (RAS) and are remain negative for COVID-19.

Seventeen residents on the fourth floor of Wing Kei Crescent Heights have been confirmed positive for COVID-19 and the unit is still on outbreak. If there are no new cases, then the outbreak will be lifted on March 14<sup>th</sup>.

All affected residents are experiencing mild symptoms and are doing well. Our dedicated team continues to diligently monitor the situation closely.

We continue to ask that only essential visitors are allowed to visit on the fourth floor of Crescent Heights. Essential visitors are those who provide support during meal times (feeding) and emotional support for the residents. To book an essential visit at Crescent Heights please email [chfamilyvisit@wingkei.org](mailto:chfamilyvisit@wingkei.org).

We recommend families and essential visitors who are visiting a resident diagnosed with COVID-19 to wear full Personal Protective Equipment (PPE). Please give yourself additional time for your visit as staff will demonstrate to visitors how to don and doff the PPE appropriately.

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

- Please refrain from visiting if you are feeling unwell or are experiencing COVID-19 symptoms.
- Please wear a mask continuously while visiting inside the facility.
- Please practice hand hygiene by cleaning your hands properly and frequently during your visit.
- If you are a close contact to someone with COVID-19, please do a Rapid Antigen Test (RAS) and only proceed if the result is negative.

Thank you for your continued trust, patience, and prayers.

*Even youths grow tired and weary, and young men stumble and fall;  
but those who hope in the Lord will renew their strength.  
They will soar on wings like eagles;  
they will run and not grow weary, they will walk and not be faint.  
~Isaiah 40:30-31*

With gratitude,  
Kathy Tam  
Chief Executive Officer