

Family update #195

March 10, 2023

Dear families,

Crescent Heights Intruder Incident

On March 7th, 2023 at around 2:00 AM, two intruders entered the Crescent Heights facility main floor. The intruders left the facility at 2:40 AM. The intruder was unable to access any other floors of the building.

We are grateful that residents and staff were safe throughout the incident. Debriefings 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 5th, 2023.

Please rest assured we will continue to make improvements to ensure that our buildings are safe and secure for all residents, family members and staff.

COVID-19 Update

The high alert on the third floor of Wing Kei Greenview Long-Term Care has been cleared.

As of today, all affected residents on the fourth floor of Wing Kei Crescent Heights are off isolation. If there are no new cases, the outbreak will be lifted on March 14th.

We are grateful for the teams' continued vigilance and care to ensure the wellbeing of all the residents.

As a precaution, we continue to ask that only essential visitors are allowed to visit on the fourth floor of Crescent Heights until the outbreak is lifted. 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.

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