

November 20, 2025

Dear family and friends,

I hope you are doing well! Below are my updates for you.

Influenza A Outbreak

Wing Kei Greenview Supportive Living 2nd floor has declared an Influenza A outbreak yesterday, November 19. The tentative lift date will be on Sunday, November 23.

The health and well-being of the residents is our top priorities. We have been taking all necessary precautions to manage and contain the situation. We also ask for your kind support and cooperation in the following measures to help prevent the spread of the virus:

Limit In-Person Visits: Please postpone non-essential visits to the affected floor until the outbreak is over. If you have to visit the affected unit, please notify the nurse and follow the instructions.

- **Practice Good Hygiene:** If you must visit, please wash your hands thoroughly before and after your visit and wear a mask at all times.
- **Monitor Your Own Health:** If you or someone in your household is feeling unwell, please avoid visiting until you are symptom-free for at least 48 hours.
- **Get Vaccinated:** If you haven't already, we encourage you to get the flu vaccine to help protect yourself and others.

We would also ask that you not call the unit if it is not urgent, as the Care team is very busy managing the outbreak and taking care of the residents. We will continue to keep you updated on the situation. Thank you for your understanding and cooperation in keeping our residents safe and healthy.

Family Town Hall: December 3

The upcoming [Family Town Hall](#) will be held on **Wednesday, December 3 at 5:30 pm to 6:30 pm via Zoom**. Family members who are interested to join please complete the [Registration Form](#) by December 1 and include any questions that you would like to discuss at the Town Hall. Please note that only general questions will be answered. If you have any personal questions, don't hesitate to contact the unit manager.

*Now faith is confidence in what we hope for and assurance about what we do not see.
~ Hebrews 11:1*

With gratitude,
Kathy Tam
Chief Executive Officer