

December 29, 2025

Dear family and friends,

COVID Outbreak Update

Wing Kei Crescent Heights, 2nd floor, has declared a COVID outbreak on December 26. Mild symptoms were observed in five residents. The tentative lift date will be on Sunday, January 11, 2026.

The health and well-being of the residents are 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 follow the instructions.
- **Practice Good Hygiene:** Please wash your hands thoroughly before and after your visit.
- **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.
- **Masking:** Please always wear a mask when you are visiting. We recommend wearing a mask anytime for five days following a respiratory infection.
- **Get Vaccinated:** If you haven't already, we encourage you to get the 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.

Surely God is my salvation; I will trust and not be afraid. The Lord, the Lord himself, is my strength and my song; he has become my salvation.

~Isaiah 12:2

With gratitude,
Kathy Tam
Chief Executive Officer