

Family update #208

August 10, 2023

Dear family and friends,

COVID-19 Update

One resident on the third floor of Greenview Supportive Living has tested positive yesterday. The symptoms are mild and the resident is doing well. We are monitoring the condition very closely. We advise families and visitors to delay visitation if you are feeling unwell, and practise good hand hygiene to protect yourself and everyone. Thank you very much for your cooperation!

Survey result on the use of access card

We had a wonderful Family Town Hall last Wednesday. Sincere thanks to those of you who joined the meeting and the family member who shared her touching story with us. We are very grateful for the trust and encouragement you put on us.

At the meeting, we also shared the survey result on the use of access card. We are pleased that 97% of the respondents indicated that the card is very convenient for their visits. We hope to enhance security and provide convenience for family members with its use. New family members may apply for the card at the Reception.

Accommodation Audit at Wing Kei Crescent Heights: July 25

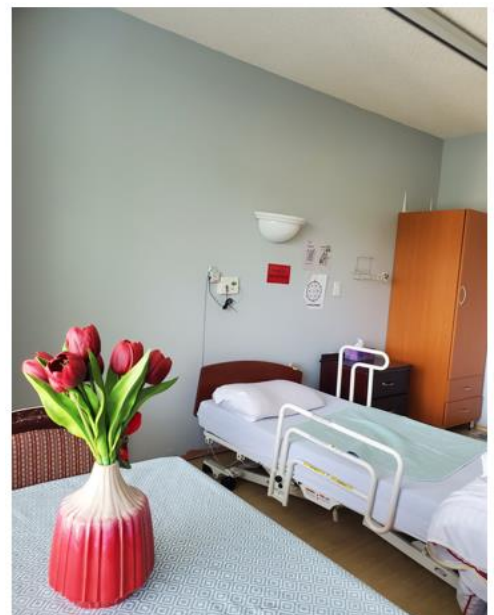
An unannounced Accommodation Audit was held at Crescent Heights on July 25 and, as always, we passed with no recommendations. We greatly appreciate the hard work of all our teams and the cooperation of residents and families in keeping the facility, all spaces and equipment in excellent and safe condition, so that quality services can be offered to our seniors.

Renovation of Residents Rooms at Wing Kei Crescent Heights

We are very happy to share that wall painting of resident rooms has started yesterday on the fourth floor, to be followed by the fifth floor, third floor and second floor. The work in the rooms will be done between 9 am and 5 pm. On average about five rooms will be completed each day. The residents concerned will be able to go back to their rooms after dinner on the same day.

Replacement of the flooring will begin as soon as wall painting finished. We will inform you of the schedule as the project progresses.

Families are encouraged to remove extra belongings that the residents do not need in the next couple of months to



Bright and refreshed with new paint

ease the process. If you have any question or concern, please do not hesitate to share with the charge nurse or unit manager. Thank you very much for your cooperation!

How good and pleasant it is when God's people live together in unity!
~ Psalms 133:1

With gratitude,
Kathy Tam
Chief Executive Officer