

Family update #218

October 20, 2023

Dear family and friends,

Outbreak Update

The current outbreak status is as follows:

| Location | Type of Outbreak | No. of residents affected as of Oct 20, 2023 | Tentative Lift Date |
|-------------------------------|------------------|--|---------------------|
| WK Crescent Heights 2F | COVID | 8 | Nov 2 |
| | Influenza A | 2 (residents are off isolation) | |
| WK Crescent Heights 4F | COVID | 2 (recovered) | Oct 22 |
| Greenview- SL 3F | COVID | 6 | Nov 2 |
| Greenview – LTC 1F | COVID | 2 | |

The number of COVID cases in the community and continuing care facilities are increasing and we are currently experiencing the same situation. We are grateful that the symptoms of the affected residents are mild and they are recovering well. Please be sure that our teams are doing their utmost to monitor the condition and take care of the residents.

To limit the spread of the virus, **effective today, staff and families/visitors must wear a mask while in Wing Kei facilities.** Clean masks are available near the reception area.

Currently only essential visitors are permitted in outbreak units, including meal time assistants who provide feeding support during meals and emotional support for the residents. Other visitors to the affected units please communicate with the unit nurse first prior to visitation.

We also ask that you **refrain from calling the unit unless urgent.** Our team completes resident assessments and provides update daily. Should there be any change in your loved one's condition, we will contact the designated family member as soon as possible.

To minimize the risk of infection, we strongly encourage families and visitors to receive the flu vaccine and the new COVID vaccine, and continue to practice good hand hygiene. If you experience any symptoms, even very mild, please delay your visit.

We are thankful that staff are working very hard to care for our residents. Your support at this challenging time is greatly appreciated!

*Look to the Lord and his strength;
seek his face always.
~ 1 Chronicles 16:11*

With gratitude,
Kathy Tam
Chief Executive Officer