

Family update #221

November 9, 2023

Dear family and friends,

COVID Outbreak Update

We are very grateful that the outbreaks at our facilities have all been lifted. Sincere thanks to the hard work of all teams and the cooperation of the residents and families. As the number of COVID and Influenza cases in the community continues to be high, to protect our seniors, wearing masks on the units is still necessary. Your understanding and support is greatly appreciated!

Renovation of Resident Rooms at Wing Kei Crescent Heights

We are happy to share that the floor replacement work in resident rooms will resume in the week of November 20. On average two rooms can be completed each day. The residents concerned will be able to go back to their rooms after dinner on the same day. The project is anticipated to complete by the end of January 2024. We will inform you of the status as the project progresses.

All furniture and belongings will be moved out of the room during the process. Families are encouraged to remove extra belongings that the residents do not need in the next couple of months to ease the process. Thank you in advance for your support.

Family Town Hall: Dec 6

Our next [Family Town Hall](#) is on Wednesday, December 6, from 5.30 – 6.30 pm. Please complete the [Registration Form](#) by Monday, December 4 and include any questions that you would like to discuss at the Town Hall. Please note that only general questions will be answered and if you have any personal questions, please contact the unit manager.

Reception closed: Remembrance Day, Nov 11

The Reception will be closed on Remembrance Day, Saturday, November 11. On Monday, November 13, Reception will open from 9 am to 4 pm. Families and visitors please remember to bring your Access Card when you come to visit your loved one.

Please take care. Thank you very much for your support!

*Let us then approach God's throne of grace with confidence,
so that we may receive mercy and find grace to help us in our time of need.
~ Hebrews 4:16*

With gratitude,
Kathy Tam
Chief Executive Officer