

Family update #234

February 14, 2024

Dear family and friends,

COVID Outbreak Update

As of today, seven residents on the third floor of Wing Kei Crescent Heights have test positive. We are thankful that their symptoms are mild. All other residents are doing well. Outbreak has been declared. Our teams are monitoring the condition closely.

Currently **only essential visitors are permitted on the third floor of Wing Kei Crescent Heights**, including meal time assistants who provide feeding support during meals and emotional support for the residents. Other visitors to the unit please communicate with the unit nurse first prior to visitation.

To minimize the risk of infection and protect our residents, please be sure to follow the precautionary measures below:

- delay visitation if you have any symptoms, no matter how mild they are, or if you have recently been exposed to a communicable disease
- wear a mask continuously on the unit and in the Adult Day Program area
- practice good hand hygiene
- do not consume food or drink on the units

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

Reception closed: Family Day, Feb 19

The Reception will be closed next Monday, February 19 Family Day. Families and visitors please remember to bring your Access Card when you come to visit your loved one.

Thank you very much for your prayer and support!

*The Lord is my strength and my shield; my heart trusts in him, and he helps me.
My heart leaps for joy, and with my song I praise him.
~ Psalm 28:7*

With gratitude,
Kathy Tam
Chief Executive Officer