

## Family update #236

March 12, 2024

Dear family and friends,

### COVID Outbreak Update

The outbreak on the third floor of Wing Kei Crescent Heights was lifted on March 9 and all affected residents have fully recovered. Thanks for the hard work of all staff and the support of families and visitors.

Some residents on the first floor of Greenview Supportive Living started to have symptoms on Saturday. As of today, 14 residents have tested positive. Outbreak has been declared on the unit. To minimize the risk of infection, **currently non-essential visitors are encouraged not to visit the residents on the affected unit.** 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.

The virus has been very vicious and spreading fast recently, we ask that everyone be vigilant following the preventative measures, practice good hand hygiene and avoid coming to the facility if feeling unwell. Thank you very much for your understanding and cooperation.

### Family Town Hall: Apr 3

Time for us to meet again – our next Family Town Hall will be on Wednesday, April 3 from 5.30 – 6.30 pm. The registration link will be included in the next update. Stay tuned!

Thank you very much for your prayer and support!

*He gives strength to the weary and increases the power of the weak.*

*~ Isaiah 40:29*

With gratitude,  
Kathy Tam  
Chief Executive Officer