

## Family update #246

Aug 9, 2024

Dear family and friends,

Thank you very much to the family members who joined the Family Town Hall on Wednesday. We had a successful meeting. Wing Kei updates, including the current status of the construction of Wing Kei Village Phase 1, were provided. We also shared the video of the residents during their recreational activities which warmed our hearts. The next Family Town Hall will be on October 2 (Wed). Stay tuned for more information.

### COVID Outbreak Update

The five affected residents on the third floor of Wing Kei Crescent Heights are recovering well. If no new case occurs, the outbreak will be lifted on August 15.

Having said that, we must continue to be cautious as the virus is still around us. As of today, three residents on the third floor of Greenview Supportive Living have tested RAS positive. Alberta Health Services Communicable Disease Control has declared outbreak on the unit today. We are grateful that the symptoms of the affected residents are mild, all other residents are doing well. Please be assured that we will monitor the conditions closely.

**We encourage visitation to the affected units, i.e. third floor of WK Crescent Heights and third floor of GV Supportive Living, by essential visitors only**, who provide support during meal times (feeding) and emotional support for the residents, until the outbreak is lifted. **Continuous masking on resident units is mandatory**, and good hand hygiene is most important to prevent catching or spreading the virus.

We also ask that you **refrain from calling the affected units 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.

Take Care, and thank you very much for your prayer and cooperation!

*God is our refuge and strength, A very present help in trouble. Therefore we will not fear, even though the earth be removed, and though the mountains be carried into the midst of the sea.  
~ Psalms 46:1-2*

With gratitude,  
Kathy Tam  
Chief Executive Officer