

Family update #247

Aug 12, 2024

Dear family and friends,

COVID Outbreak Update

We are sorry that the virus on the third floor of Greenview Supportive Living has been spreading very fast. As of this morning, 15 residents are affected and on isolation. We are grateful that no one experienced serious symptoms. Group activities on the unit are temporarily suspended. The unit is currently on outbreak status. Our staff are taking very good care of everyone.

On the third floor of Wing Kei Crescent Heights, the affected residents have fully recovered. If no new case occurs, the outbreak will be lifted on August 15.

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.

Thank you very much for your understanding 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