

## Family update #251

September 23, 2024

Dear family and friends,

I hope you had a great weekend!

### COVID Outbreak Update

Some residents on the second floor of Greenview Supportive Living have been affected by the virus. As of today, six residents have tested RAS positive. Alberta Health Services Communicable Disease Control declared outbreak on the unit yesterday. We are monitoring the condition closely.

**We encourage visitation to the unit by essential visitors only at this time**, 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.

### Family Town Hall: October 2

The upcoming [Family Town Hall](#) will be held on **Wednesday, October 2 at 5.30 pm to 6.30 pm via Zoom**. Family members who are interested to join please complete the [Registration Form](#) by September 30 and include any questions that you would like to discuss at the Town Hall. Please note that only general questions will be answered. If you have any personal questions, don't hesitate to contact the unit manager.

### Reception closed: National Day for Truth and Reconciliation Sept 30

The Reception will be closed next Monday, September 30. Families and visitors please remember to bring your Access Card when you come to visit your loved one.

Thank you very much for your cooperation and support!

*I am the Lord your God.  
I am holding your hand, so don't be afraid.  
I am here to help you.  
~ Isaiah 41:13 CEV*

With gratitude,  
Kathy Tam  
Chief Executive Officer