

## Family update #25

November 5, 2020

Dear family and friends,

### Outbreak Update

Our status remains the same as yesterday with no new case today. The current status is as follows:

	Crescent Heights (145 residents)	Greenview Long Term Care (80 residents)	Greenview Supportive Living (95 residents)
Number of <b>new cases</b> as of November 5, 2020	Residents—0 Staff—0	Residents—0 Staff—0	Residents—0 Staff—0
<b>Cumulative total</b> since October 25, 2020	Residents—7 Staff—3	Residents—0 Staff—1	Residents—0 Staff—0

### Alberta Health Services Audit

Alberta Health Services auditors spent November 3 at Wing Kei Greenview and November 4 at Wing Kei Crescent Heights reviewing charts and interviewing staff and residents. We received very positive comments from the auditors and passed the audits without any major concerns. The auditors shared that Wing Kei has a very good system to manage outbreaks, our staff are compassionate and kind towards residents, and that residents are well looked after. In their report, auditors Lynn and Shiloh stated: “The entire facility was noticed to be clean and well maintained. Staff follow proper protocol for COVID-19 control and management. Overall, the facility operator is doing a good job in terms of COVID-19 outbreak management.”

### Questions

Please reply to this email with your questions. We will respond to general questions in these updates.

*God is our refuge and strength, an ever-present help in trouble.  
Therefore we will not fear,  
though the earth give way  
and the mountains fall into the heart of the sea.  
~ Psalm 46: 1-2*

Please continue to keep Wing Kei in your prayers.

Kathy Tam  
Chief Executive Officer