

## Family update #30

November 11, 2020

Dear family and friends,

### Outbreak Update

Two more residents and one staff have tested positive on the 5<sup>th</sup> Floor at Wing Kei Crescent Heights. Our 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 11, 2020	Residents—2 Staff—1	Residents—0 Staff—0	Residents—0 Staff—0
<b>Cumulative total</b> since October 25, 2020	Residents—14 Staff—5	Residents—0 Staff—1	Residents—0 Staff—0
November 8, 2020	----	Outbreak cleared	

### Visitation and food/care package drop off at Greenview

We are able to resume visitation at Wing Kei Greenview on Monday, November 16. Please send an email to [gfamilyvisit@wingkei.org](mailto:gfamilyvisit@wingkei.org) to make arrangements.

Beginning Monday, November 16, Greenview families can drop off food and care packages for their loved one, as per the schedule below.

#### Please only drop off packages on your designated day between 9:30 am and 10:30 am:

- Monday—residents living on the main floor of Greenview Supportive Living and Long Term Care
- Tuesday—residents living on the 2<sup>nd</sup> Floor, Greenview Supportive Living
- Wednesday—residents living on the 3<sup>rd</sup> Floor, Greenview Supportive Living
- Thursday—residents living on the 2<sup>nd</sup> Floor, Greenview Long Term Care
- Friday—residents living on the 3<sup>rd</sup> Floor, Greenview Long Term Care

Please remember:

- Each resident is able to receive a maximum of two perishable foods and two non-perishable foods delivered to them on their designated day of the week
- Foods should be portioned to be single serving only
- Cooked food is kept for one day
- Non-cooked food and opened non-perishable food is kept for three days
- Restaurant food—please keep your loved one's diet/health needs in mind

# WING KEI

Please note that visitation and food/care package delivery is restricted to Greenview for the time being until our outbreak status has changed at Crescent Heights.

## Family Town Hall

Please join us at the next Family Town Hall on Wednesday, November 18 via Zoom. We will be joined by special guest Dr Jia Hu, Medical Officer of Health for Calgary.

Please send us questions by Monday, November 16 so we can address them in the meeting. Note that only those questions of a general nature will be addressed. Specific questions about your loved one cannot be addressed in the general forum. Please email [selinacheng@wingkei.org](mailto:selinacheng@wingkei.org) for meeting information.

Thank you for keeping Wing Kei in your prayers.

*Whoever dwells in the shelter of the Most High  
will rest in the shadow of the Almighty.  
I will say of the Lord, "He is my refuge and my fortress,  
my God, in whom I trust."  
~ Psalm 91:1-2*

Kathy Tam  
Chief Executive Officer