

# WING KEI

## Family update #53

December 11, 2020

Dear family and friends,

### Outbreak Update

**We are very pleased to let you know that we have been cleared of outbreak by the Medical Officer of Health.** We are once again free of COVID-19. Praise God.

This has been a challenging journey. We are so proud of our teams for their continued focus on providing outstanding care and offering love to residents and each other. Thank you to residents and families for your trust. As the Wing Kei family suffered losses, you encouraged and supported us. And thank you to our Board for their continued guidance and support.

To set up a time to visit your loved one, please email [chfamilyvisit@wingkei.org](mailto:chfamilyvisit@wingkei.org) for Crescent Heights residents and [gvfamilyvisit@wingkei.org](mailto:gvfamilyvisit@wingkei.org) for Greenview residents. Please hold on delivering packages to give us a little time to be prepared to receive them. We will let you know when you can send packages again. We understand that you will have many questions—we will provide a full update at the family town hall on Wednesday.

Our current status is as follows:

|   | Crescent Heights<br>(145 residents) | Greenview<br>Long Term Care<br>(80 residents) | Greenview<br>Supportive Living<br>(95 residents) |
|---|-------------------------------------|---|--|
| Number of <b>new cases</b> as<br>of December 11, 2020 | Residents—0<br>Staff—0              | Residents—0<br>Staff—0                        | Residents—0<br>Staff—0                           |
| <b>Cumulative total</b> since<br>October 25, 2020     | Residents—14<br>Staff—9             | Residents—0<br>Staff—2                        | Residents—0<br>Staff—0                           |
| November 8, 2020                                      |                                     | Outbreak cleared                              |  |
| December 11, 2020                                     | Outbreak cleared                    |   |  |

### Ongoing Communication

Given that we are now once again on outbreak prevention status, we will resume family updates every few weeks, as they were prior to the outbreak. We ask that you call only if it is urgent. We are working hard to complete the many follow up processes that are required when an outbreak ends.

### Family Town Hall

A gentle reminder that our Family Town Hall will be on next **Wednesday, December 16 from 5.30 pm to 6.30 pm**. Please email [selinacheng@wingkei.org](mailto:selinacheng@wingkei.org) for the Zoom meeting information, and remember to send in your questions on or before Monday, December 14 so we can be sure to address them in the meeting.

*I lift up my eyes to the mountains—  
where does my help come from?  
My help comes from the Lord,  
the Maker of heaven and earth.  
~ Psalm 121:1-2*

Kathy Tam  
Chief Executive Officer