

Family update #55

December 18, 2020

Dear family and friends,

Outbreak Update

We are sorry to report that one staff member from Crescent Heights 5th floor and a non-Wing Kei staff member from Greenview Supportive Living 1st floor have tested positive for COVID-19. Crescent Heights is on outbreak status. The high alert status issued earlier for Greenview Supportive Living has been cleared, following an investigation and as ordered by AHS and the Communicable Disease Control.

At this time, no residents or staff are experiencing any symptoms of COVID-19. We are monitoring everyone closely.

Our current status is as follows:

| | Crescent Heights (145 residents) | Greenview Long Term Care (80 residents) | Greenview Supportive Living (95 residents) |
|-------------------------------------------------------|-------------------------------------|-----------------------------------------------|--------------------------------------------------|
| Number of new cases as of December 18, 2020 | Residents—0 Staff—1 | Residents—0 Staff—0 | Residents—0 Staff—0 |
| Cumulative total since December 18, 2020 | Residents—0 Staff—1 | Residents—0 Staff—0 | Residents—0 Staff—0 |

We know this is difficult news. There is a prevalence of COVID-19 in the city and in the province that have impacted all continuing care centres, including Wing Kei.

We are focusing all our efforts into containing the outbreak.

Please know that we are implementing all necessary protocols including testing residents in the affected unit, quarantining residents, and temporarily stopping recreational activities. We are working closely with the Medical Officer of Health's Office and Alberta Health Services.

Wing Kei Crescent Heights

To limit the spread of the virus, the following restrictions will apply at Crescent Heights immediately and until further notice:

- Only designated essential visitors will be able to visit loved ones
- We will revert to virtual visits for all residents and stop window visits and in-person visits
- Only non-perishable foods will be accepted; we cannot accept perishable food at this time
- Non-perishable food and Christmas gifts for all residents will be accepted during reception hours, which is 8.30 am to 4 pm on Monday to Saturday (note: reception is closed on statutory holidays)

Greenview Long Term Care and Greenview Supportive Living

- All food/love package deliveries and visit arrangements remain the same

WING KEI

As discussed at the family forum on Wednesday, we are doing all we can to minimize transmission of the virus within Wing Kei. Our team is working very hard and we are following all protocols.

As with the previous outbreak, we will resume our daily updates from Monday to Friday.

Thank you for keeping Wing Kei in your prayers.

*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*

Kathy Tam
Chief Executive Officer