

# WING KEI

## Family Update #20

### Notice of outbreak and update

October 26, 2020

Dear family and friends,

**We have an important notice of outbreak at Wing Kei Crescent Heights and an update on the residents at Greenview Long Term Care to share with you.**

#### Outbreak at Crescent Heights

We are sorry to inform you that a staff member at Wing Kei Crescent Heights has tested positive for COVID-19. This impacts residents and staff on the fifth floor. Resident families are being contacted and residents and staff on the fifth floor will be tested as a precautionary measure.

The staff member last worked on Wednesday, October 21, began to feel ill in the days following the shift, and was tested. We were notified of the results today. The staff member interacted with residents and staff on the fifth floor. The individual was wearing a mask the entire time and following all public health protocols. As with the staff member who tested positive at Greenview, we are in contact with this individual and will support them both in their recovery.

**All residents and staff on the fifth floor at Crescent Heights and on the third floor in Greenview Long Term Care are doing well; no one is experiencing symptoms.**

#### Greenview Resident Update

We are thankful to have received negative test results for all 25 residents on the third floor of Greenview Long Term Care. We've received one staff result back and it is negative.

#### We Are Prepared

Please know that we are prepared for this. We have engaged in emergency preparedness planning and have worked through scenarios to ensure we are able to navigate outbreaks effectively. Our leadership team is meeting regularly through the day to ensure our responses are timely and our approach is effective. We have a strong, dedicated team with excellent clinical expertise and deep desire to ensure your loved ones are safe.

As we indicated in our email yesterday, we have implemented several further protocols to minimize spread and will continue to adhere to these until the outbreak is resolved. The additional protocols include:

- **Quarantining affected residents**, including serving meals in their rooms
- **Temporarily stopping indoor and window visitation** at both Greenview and Crescent Heights—**please continue with virtual visits** to ensure you are connecting with your loved one and for your own peace of mind; we are scheduling virtual visits for the two affected units on Thursday and Friday this week
- **Postponing all resident medical appointments** at Greenview and Crescent Heights
- **Enhancing cleaning** and disinfecting

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- **Temporarily stopping group recreational activities** on the third floor at Greenview and the fifth floor at Crescent Heights
- **Temporarily stopping resident outings**
- **Temporarily halting food deliveries and care packages** for Greenview and Crescent Heights

## Daily Updates

We will email you daily by 12 noon until the outbreaks at both locations are resolved. Please reply to this email with questions or concerns. If you must speak with someone urgently, please contact your manager.

Please continue to keep Wing Kei in your prayers.

*Because of the Lord's great love we are not consumed,  
for his compassions never fail.  
They are new every morning;  
great is your faithfulness.  
I say to myself, "The Lord is my portion;  
therefore I will wait for him." (Lamentation 3)*

Kathy Tam  
Chief Executive Officer