

## Family update #26

November 6, 2020

Dear family and friends,

### Outbreak Update

We received more results and are sorry to report that four more residents and one staff member from the fifth floor at Crescent Heights have tested positive for COVID-19. We are awaiting test results for nine residents. The 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 November 6, 2020 | Residents—4<br>Staff—1              | Residents—0<br>Staff—0                        | Residents—0<br>Staff—0                           |
| <b>Cumulative total</b> since<br>October 25, 2020    | Residents—11<br>Staff—4             | Residents—0<br>Staff—1                        | Residents—0<br>Staff—0                           |

With the increase in the number of residents who have tested positive, we are moving residents back to the fifth floor so we can provide better support. All residents will return to their original room and will be isolated from one another. All residents and staff on the fifth floor outbreak unit have been re-swabbed and the results are back. We are able to capture those who are asymptomatic therefore we see more residents and staff tested positive. All residents on the outbreak unit will be re-tested in five to seven days. We have arranged for all staff and residents at Crescent Heights to be swabbed as a precautionary measure. The process will complete today pending results.

We understand that the increase in positive results is worrying. We are making decisions based on evidence and the information available to us. Importantly, we are continuing to make decisions based on love. Your loved ones are important to us, they are the family we see and interact with each day and, even in difficult circumstances like those we are facing now, we do our best to help them smile and feel joy. We are taking this outbreak very seriously and are doing all we can to contain it. You have shown us tremendous support and trust since the pandemic was declared in March. We continue to rely on this to bolster us.

As always, please reply to this email with your questions.

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