



Family Update #19

Notice of outbreak

October 25, 2020

Dear family and friends,

We are sorry to inform you that a staff member at Wing Kei Greenview Long Term Care has tested positive for COVID-19.

The staff member last worked on Wednesday, October 21, began to experience symptoms on Friday, and was tested. We received the results today. The staff member interacted with residents and staff on the third floor. The individual was wearing a mask the entire time and following all public health protocols. We are in contact with the staff member and will support the individual in the recovery.

All residents and staff are doing well; no one is experiencing symptoms. We will continue to check resident temperatures twice a day and monitor them very closely.

As a precaution, we are placing Greenview on outbreak. Residents on the third floor are quarantined, their family members have been contacted, and they are being tested. Two staff members who were in direct contact with the individual are being tested and will not be at work until the results of their tests are known. We expect to receive the test results within 48 hours.

We have implemented several further protocols to minimize spread including:

- **Quarantining residents** on the third floor. Their meals will be served in their rooms until all test results have been received and we know it is safe for them to interact in the dining room again
- **Temporarily stopping indoor and window visitation** in Greenview Long Term Care and Supportive Living to keep residents safe and redirect staff to support the extra precautions we are taking; *please continue with virtual visits*
- **Postponing all medical appointments** for Greenview Long Term Care and Supportive Living
- **Ensuring thorough cleaning** and disinfecting
- **Temporarily stopping group recreational activities** on the third floor
- **Temporarily stopping resident outings**
- **Temporarily halting food deliveries and care packages** in all of Greenview

We have done exceptionally well through the pandemic so far. We are prepared for this and are taking all necessary precautions. Wing Kei is a family. We love our residents and know it is a privilege to care and serve them each day. We are doing everything we can to keep everyone healthy and safe, including keeping in regular contact with the Medical Officer of Health's office.

We have been taking a preventative and proactive approach to COVID-19 since before it was even declared a pandemic. Our staff wear masks, goggles or face shields, wash their hands frequently, and are adhering to all precautions. We hope that all the measures we have taken will contain any possibility of transmission.

WING KEI

We will email you daily by 12 noon until we receive all the test results back and to keep you informed. We ask for your support in continuing to exercise caution, especially given the rising numbers of positive cases in the province. If you have any urgent concerns, please contact your manager.

You can trust that we will continue to act with love, not fear, especially through this challenge. Please keep Wing Kei in your prayers as we keep you in ours.

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. ~Psalms 46:1-2 NIV

Kathy Tam
Chief Executive Officer