

Family update #10

April 30, 2020

Dear family and friends,

Wing Kei continues to be diligent and we are grateful that we currently do not have any staff or residents who have tested positive for COVID-19. We make every decision very carefully and with a great deal of vigilance, taking current information and evidence into consideration.

We have several updates for you.

Outdoor visitation

We know residents enjoy being outside, especially as the weather warms up. We will be doing more outdoor activities, taking residents to the balcony and garden.

Yesterday, the Chief Medical Officer of Health (CMOH) issued an order indicating that, where feasible, residents can enjoy outdoor visits with up to two others. **The order is not meant to open up visitation in continuing care and supportive living centres; rather, to provide an option, if appropriate. The residents in our centres continue to be among the most vulnerable to severe effects from COVID-19. We must maintain all precautions, including minimizing contact with people.**

There are several conditions related to outdoor visits:

- Visits must be requested by the designated essential visitor or the resident (note: a designated essential visitor is someone who is required to assist in carrying out quality of life or care related activities that staff are unable to provide)
- Visits must be pre-arranged and scheduled with the sites
- Visits can have a maximum of three people—the resident, a person deemed an designated essential visitor, and one other
- Outdoor visits must practice social distancing; everyone must be at least 6 feet away from one another
- Everyone involved with outdoor visits must wear mask continuously
- Visitors are required to bring their own masks
- Visitors must remain outside
- A resident in isolation cannot participate in outdoor visits
- The ability to schedule visits is dependent on staff availability



We have worked very hard to minimize risk of COVID-19 transmission at Wing Kei. We implemented protocols and precautions quickly and efficiently. In almost every instance, we had already implemented directives before the Chief Medical Officer of Health issued orders. The health and safety of your loved ones and our staff continues to be our top priority. Increased interaction with visitors also increases the risk of transmission.

We are concerned about the exposure that outdoor visits will have on residents and staff; we must make every effort to ensure their health and safety. We have been doing exceptionally well at Wing Kei, especially as 35 continuing care and supportive living centres across Alberta are currently on confirmed COVID-19 outbreak. We have been able to contain this, thanks to your support, cooperation, and trust.

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Please think carefully about scheduling outdoor visits and remember that you will need to wear a mask and maintain at least six feet from your loved one. It is important for you, as families, to assess the benefit of outdoor visits for the physical and emotional health and safety of your loved one and yourselves. Virtual visits continue to be a good option and do not require face masks at all!

Please contact Reception if you would like to schedule a visit. Someone from the clinical care team will follow up with you to ensure you understand the parameters and restrictions. Given that we just learned about the order, it will take time for us to coordinate a safe process and ensure that we have sufficient staff in place to facilitate visits. We ask for your continued patience and understanding.



Emergency preparedness

We are continuing to refine our emergency preparedness plans in case of a COVID-19 outbreak including:

- Designating isolation areas at Crescent Heights and Greenview and preparing those areas with equipment and supplies
- Fitting the cohort that will be caring for residents who are in isolation with N95 masks and other personal protective equipment
- Updating the contacts in our family fan out list—***please respond to the email that we sent you to either confirm the contact information is correct or provide updated information***
- Setting up a 24/7 telephone hotline to provide you with the most current information
- Creating negative room pressure in the isolation areas, which is an isolation technique that prevents cross-contamination from room to room

We are so thankful to the nursing and support services staff who committed to caring for residents who are in isolation. It says a great deal about our incredible team that they are always placing the wellbeing of residents at the centre of everything they do. A number of our staff have experience with SARS and are using this knowledge to help us be successful in our planning.

While we are doing everything we can to minimize the risk of COVID-19 entering our centres, we promise that should we be in an outbreak situation, we will communicate with you quickly and with openness. You will know what is happening at all times.

Welcome to our general helpers

A couple of weeks ago we shared with you that we were going to hire casual, temporary staff for the duration of the pandemic to help out with specific tasks. We are pleased to let you know that we were able to hire several casual staff, many of whom knew about Wing Kei and our commitment to caring for residents with love.

Our general helpers are currently focused on assisting with the extra sanitization and disinfection procedures that are required by the Chief Medical Officer of Health. For example, three times a day, the front and back of every chair and table must be disinfected. Same for all the buttons, rails, and wheelchairs. On average, this takes an additional five hours per unit, per day. We are grateful the general helpers have joined our team and are contributing to creating a safe environment for residents and staff.

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Provincial outbreak status

Alberta Health Services released a new link on their website that outlines the centres that are having outbreaks across the province. You can see that information by clicking [here](#). At the time of writing this letter to you, there are 29 continuing care and supportive living centres that are on COVID-19 outbreak in Calgary alone. Let us do our very best to keep Wing Kei off that list!

Mother's Day wishes

We are blessed to have many mothers living at Wing Kei. Please consider sending a short video—less than a minute—with your Mother's Day wishes and we will make sure your mother sees it. Please send the video to recreation@wingkei.org by May 7. Provide your mother's name and the Wing Kei location that she lives. Sing a song, read a poem, share a few words of appreciation, anything that suits you!

Thank you

Staff appreciation—Our staff have been vigilant in practicing good hygiene by washing their hands with soap and warm water or using hand sanitizer many, many times throughout the day. We noticed their hands were getting quite dry from all the washing. As a gesture of our appreciation, and thanks to generous donations, we were able to give every staff member a bottle of hydrating hand cream. They were pleasantly surprised and thankful for this practical gift. We know they are the ones caring for your loved ones, making sure that your loved ones eat and laugh and enjoy their days. So many times throughout the day I find myself thanking God for bringing us staff who are so caring, loving, and generous.

Donation for PPE supplies—Recently, we received a donation from a family for \$4000 to help us with purchasing personal protective equipment supplies such as masks, gloves, and face shields. Thank you for thinking about us and for recognizing how important it is for our staff to have proper protection. In this time of difficulty, you are there for us and we are grateful.

Family videos—Thank you also to those who have sent in the two-minute videos the recreation team requested of you in our last update. It's not too late to send in more! Consider creating a video of simple exercise routines or of your family playing instruments or of a short walk in the park. Please upload videos to Google drive and send to recreation@wingkei.org. Make sure the file is sharable to anyone who has the link. Thank you in advance as these videos will be enjoyed and appreciated by residents.

Every day we think about the trust you have placed in us to care for your loved ones. And every day we are grateful to you for this trust and your unwavering support. We cannot travel this path alone; you are with us every step of the way. Thank you for trusting us and our intention to serve and care for your loved ones as an expression of God's love.

Please continue to stay healthy and safe and continue to pray for our protection.

Kathy Tam
Chief Executive Officer