

Wing Kei letter to families re COVID-19 lockdown

Dear families and friends,

As per the directive from the Government of Alberta this afternoon, Wing Kei is severely limiting who can enter our care centres. This is a measure to limit the spread of COVID-19, especially in vulnerable populations. Effective immediately, families, friends, companions, and volunteers will not be able to visit until further notice. You have always trusted us to take the very best care of your loved one. Please continue to offer us your understanding and support.

Every decision we make is grounded in love, not fear. The residents who live at Wing Kei are among the most vulnerable population and we must make every effort to keep them safe and well. We are instituting several protocols and guidelines for staff, physicians, suppliers, and others we rely on.

We are working on ways that you can connect with your loved ones, to manage their medical appointments, and so on. You can expect an email from us tomorrow with further information.

While you will not be coming into the centre, you continue to be part of the team; we are still working together.

We will contact you tomorrow by email with further information. If you have any urgent questions, please call 403-277-7433.

Please remember that we all must care for one another, especially now.

Kathy Tam
CEO, Wing Kei

致榮基院友家人及社區人士：

跟據亞省政府今午的指示，榮基現時嚴格限制進入榮基所有院舍的訪客，這是為了防止新冠肺炎病毒的傳播，並加強保護容易受到感染的人士。從即時起，所有家人、朋友、陪伴院友的人士及義工，一概不能到院舍探望院友，直至另行通告為止。感謝你們的體諒和支持，以及一直信賴榮基所實行的全都是為院友著想。

我們所實行的措施是基於愛護，而非恐懼。居住於榮基的院友們都是容易受到感染的一群，我們必須盡力保障他們的健康與安全，為此我們亦給予我們的員工、醫生、供應商及其他我們倚賴的人士實行一些措施和指引。

我們現時正積極考慮可以讓家人與院友聯繫的方法、以及處理院友的醫療約會等等。明天你們將會收到我們發出提供更多資訊的電郵。

雖然沒有親自到院舍，你們仍然是我們團隊的重要分子，我們仍然需要互相通力合作。

明天我們將發給你們電郵，提供更多資料。如果你有緊急問題，請致電 403-277-7433。

請緊記我們必須互相關心愛護，特別在這個時候。

譚宋品潔
行政總裁