

March 16, 2020

Wing Kei letter to families re COVID-19 lockdown

Dear families and friends,

Thank you for your understanding regarding the provincial government's announcement to restrict visitors to long term care centres. This measure to limit the spread of COVID-19 in vulnerable populations is necessary and, we know, is also very difficult for families. The situation is constantly changing and new information is being shared by Alberta Health Services several times a day. We will continue to assess the situation on a daily basis.

Currently, no residents or staff have tested positive for COVID-19 at Wing Kei.

I said in my communication to you yesterday that every decision we make is grounded in love, not fear. We are doing our very best to protect your loved ones and keep them content. We too love them as our own grandparents, aunts, and uncles. We have made several changes to maintain their health and safety including:

Skype calls—For your family's wellbeing, we know that you need to connect with your loved one just as much as they need to see you. We have distributed two laptops per unit so you can use Skype to have conversations with your loved one. Please contact the Care Coordinator to arrange a time so that we can be there to facilitate the call. Please realize we will likely only be able to arrange calls for each resident once or twice a week.

Companions—Companions are also restricted from entering a long term care centre; if your family has arranged for a companion to help support your loved one, please be sure to contact them right away and let them know of this change.

Resident programs—We will support the social and emotional wellbeing of your loved ones through recreational programs, pastoral care services, and more. Recreational programs will be adjusted to limit resident contact.

Physician and staff guidelines—Physicians and staff have been asked to limit movement between long term care centres, including Wing Kei Crescent Heights and Wing Kei Greenview. They will be mindful in their planning and, as much as possible, remain at one site for the whole day. We have daily meetings on the unit, as the leadership team, and with our Medical Director so that we can make decisions based on the most current information available to us.

Laundry—All resident laundry will be done in-house at Wing Kei. This is a necessary precaution to ensure that appropriate protocols are followed in cleaning and disinfecting clothes.

Packages—Should you wish to drop off a package for your loved one, you are welcome to do so. Enter through the front doors and leave the package with reception. We will take the package upstairs for you. Do not include breakable items or perishable foods in the packages. Please be sure that your package is well-sealed and your loved one's name and room number is clearly written on it.

This is a significant change in how we function. We value the input and involvement of families, friends, companions, and volunteers. **We are carrying you in our hearts as we care for your loved ones. We know you are right next to us, supporting us in our work.**

Please take care of your health. Remember to:

- Wash your hands often and well
- Avoid touching your face, nose, or mouth with unwashed hands
- Cover your cough and sneezes with a kleenex and then wash your hands
- Avoid close contact with people who are sick
- Clean and disinfect surfaces that are frequently touched
- Stay at home and away from others if you are feeling ill
- Contact your primary health provider, take the on-line test (albertahealthservices.ca), or call Health Link at 811 with questions or concerns about your health

We will be in contact with you to relay updates and any further changes. If you have urgent questions, please call 403-277-7433 for Wing Kei Crescent Heights, 403-520-0400 for Wing Kei Greenview, or email admin@wingkei.org.

Thank you,

Kathy Tam
Chief Executive Officer