

Family update #4

March 20, 2020

Dear family and friends,

We hope you are keeping well. Social distancing can feel isolating, especially for a community such as ours, which thrives on meeting regularly to exchange news and laugh together. Please know that while we are not physically seeing each other, you are all in our hearts.

Social distancing at Wing Kei does not mean loneliness, boredom or sadness. It means creativity, smiles, kindness and the same quality of care for our beloved residents that we have always been known for. Life is a little different now, but routines, activities, and exercises continue on!

We are working hard to support all residents and each other. We are shifting priorities to increase activities focused on enhancing the quality of life of residents. We have temporarily cancelled the Adult Day Program in keeping with Alberta Health Services' recommendation to minimize the number of people who enter our centre. We have been able to redeploy the staff who coordinated that program to help on the units.

Recreation update

- The day begins with Good Morning Wing Kei hosted by our Recreation Assistants who greet residents, give a positive news report, tell a joke, tell of the activities and the menu of the day.
- Some adaptations have been made to recreation and rehab programs so there are more no-contact programs that can be done at a distance and with residents spaced out.
- All programs and exercises remain on individual units with no mingling of different units.
- For recreation, adapted programs include interesting reminiscing using videos/music sharing on the TV, pictorial, trivia, singing and story telling.
- For arts and craft programs or bingo, enough materials are supplied for residents to have their individual sets.
- For rehab programs groups are smaller with greater distance between participants.
- Rehab teams are being creative with new wheelchair dancing choreography with fresh, upbeat songs and moves.



Mealtime update

- Mealtimes are special quality times to be enjoyed and not rushed.
- In the dining room music fills the air and conversations flow at every table.

WING KEI

- Many additional team members (pastors, volunteer coordinators, recreation team, and Adult Day Program staff) have been trained and are helping out with each and every meal.

We have received a few questions from families that we would like to address:

Phone calls

- We understand that you are very concerned about your loved one and are used to seeing them regularly. Not having a sense of what is going on day-to-day is difficult. You are wondering about whether your loved one has eaten well, had a good night's sleep, and more.
- At this time, it is hard for us to take multiple calls a day. Our focus must be on caring for residents and being present for them.
- Over the last few days, our care coordinators have been calling every family to update you on your loved one and to find out your preferred day and time to talk with your loved one (skype or phone) over the coming weeks
- We are looking for other solutions to keep you updated on how your loved one is doing. Please give us time to explore alternatives.



Laundry

- We are beginning to wash resident laundry on site at Wing Kei.
- We will label resident clothing that is not currently labelled before washing.
- While we understand it is not ideal for some families for us to do personal laundry, at this time, please understand, there is no other option. This is one way that we can minimize transmission of COVID-19.



At this time, we do not know when families, friends, companions, and volunteers will be able to come to the centre. We believe that the provincial government's approach to limit exposure is wise. The idea of flattening the curve of the virus means that we must be as isolated as possible. While the term is social isolation, it might be better said to be physical isolation—we must isolate ourselves physically from one another, but more than ever, we must remain connected as a community. We promise to do our part in keeping you updated and informed, part of the Wing Kei community, just as you have always been.

In addition to these emails, we are updating information on our website (wingkei.org). Please take very good care of yourselves.



Kathy Tam
Chief Executive Officer