

FAMILY CORNER

WINTER 2018



Greenview Long Term Care is new home to 80 seniors

On November 7, 2018, Madam S.S.Chan becomes our first official resident at Greenview Long Term Care. With a broad smile and lots of excitement, Chan checked into her new home on the third floor.

"Today is an exciting day for the whole family," exclaimed Harry and wife Clara Tsang, whose parents were "reunited" after living in separate care facilities for the last 6 years, "we are all overwhelmed with joy to see them holding hands, and enjoying their meals together. We are also able to spend more time with them as we do not need to travel to separate facilities. Thank you Wing Kei!"



Health Quality Council of Alberta says...

"In the year 2017-18, Wing Kei Care Centre has the lowest percentage of resident visits to the emergency department..." This is a typical example of how our competent staff work closely with family members to respect and treat residents' wish as much as possible in the comfort of their own familiar environment.

In the 2017 survey, family members of residents at Wing Kei Care Centre also reported better experiences across several aspects of care and services compared to other facilities in the Calgary Zone, and across Alberta. We are proud to share that Wing Kei's journey in enhancing residents' care has been showcased in HQCA's "Quality Exchange" forum, and a "Wing Kei Care Centre Virtual Open House" held on December 6, 2018.

	Alberta	Calgary	Wing Kei Care Centre
Global Overall Care Rating (0 to 10)	8.3	8.4	8.8
Propensity to Recommend (0% to 100%)	93	93	99
Staffing, Care of Belongings & Environment (0 to 100)	74	75	82
Kindness and Respect (0 to 100)	85	85	87
Food Rating Scale (0 to 100)	71	72	82
Meeting Basic Needs (0 to 100)	90	90	91

SPECIAL EVENTS

WINTER 2018



We are Seeking Your Support

While we are excited about the opening of Wing Kei's third residential facility, we recognize that this cannot be made possible without your contribution to the care, your feedback, your volunteering of service and hours, your gifts of donation!

Alberta's population is aging and the needs for senior services is bigger than ever! Wing Kei is determined to be part of the solution to this huge demand, however, government funding for building homes is diminishing. As a not-for-profit organization, we seek for community support in raising \$3.3 million in the next 3 years.

The Mosaic Wall in Greenview is our next major fund development project. Please consider supporting us by purchasing a wall plaque that tells many stories of people who believe that caring for seniors is a privilege and who recognize that seniors can continue to live life well, surrounded by a supportive community.

If you are prepared to give a year end donation, we love to hear from you soon. Contact us at community@wingkei.org. Thank you for supporting Wing Kei to provide an excellent quality of care for seniors!

Accreditation of Wing Kei in December

Did you know that Wing Kei has been awarded the Exemplary Standard of Accreditation in 2013, the highest possible achievement award from Accreditation Canada? In December, we will receive accreditation again as our team (residents, families, volunteers, staff, & community partners) will gladly share what makes our care exemplary to the two surveyors - Queenie Choo and Josee Goulet-Kack.

A safe environment for the seniors

Thank you for your support in all safety aspects including participation in regular facility inspections, working together on safety policies and attending safety meetings. Wing Kei flu shot clinics were once again successful to ensure protection for our residents.

Smart Design of Greenview Long Term Care

One enters the building and is amazed by the spacious environment and high ceiling. Even the kitchenette has a large window allowing lots of sunshine to fill the unit. The smart design of our semi-private room was also admired by many. It gives convenience and closeness for couples while giving total privacy for two independent seniors sharing the room.

How about a beautiful outdoor garden that is designed for all, with careful consideration of safety needs, including residents of memory care.

Residents and families were also grateful of the culturally appropriate service that Wing Kei provides, and the presence of supportive living and long term care inside two connected buildings have created continuity of care and convenience.