

# WING KEI

## Family update #9

April 24, 2020

Dear family and friends,

We have received some wonderful notes of appreciation and encouragement from you. Thank you for these! We share them with everyone and they lift our spirits.

Currently, we do not have any staff or residents who have tested positive for COVID-19.

We have several updates for you:

### Updated screening protocol

We have instituted an updated screening protocol for staff. Upon entering the care centre, staff wash their hands, put on a new mask, answer the Alberta Health Services questionnaire, have their temperature taken, then wash their hands again before going to work.

As the numbers of positive COVID-19 cases continues to increase in Alberta, and especially in Calgary, we must be extra cautious in reducing risk of transmission within Wing Kei.

### Reminder: reception hours

A gentler reminder that we have shortened our reception hours so that we can redeploy staff to other areas in the centre that require additional support. Our reception hours are Monday through Saturday from 8 am to 4 pm only. The reception is closed on Sundays. If you would like to drop a package off for your loved one, please do so when the reception is open. If you come when reception is closed there will not be anyone available to let you in.

### Parcels for your loved one

Thank you for bringing packages in for your loved ones. We ask that you bring only necessary items. We must be very careful with infection prevention and control. All packages are sanitized which is extra work and takes time. Please do not bring any linens. We provide linen and bedding for residents. We also ask that you

多謝榮基上下員工的愛心照顧所有長者起居飲食及現時疫情嚴重，榮基的對抗疫情做得很周到，使長者們住得安心，令其家人也十分放心。本人在此十分感謝榮基所有員工所付出的愛心及勞力精神而令我非常敬仰，希望榮基繼續加油戰勝病毒，謝謝。

~ Tony

*At this critical time, I couldn't have wished for a better place for my mother to stay than Wing Kei. I have always been confident in the team's care but during the pandemic, you have demonstrated even greater strength and love.*

*The caution and forward thinking steps taken brought extra protection and safety to the residents and staff.*

***What a wonderful, dedicated, professional, and personable team!***

*I want you to know I am so grateful for your efforts and your true passion for senior's care. A sincere thank you!*

*In the glory of God, wishing you exceptional strength! Stay healthy, keep up with the good work and keep smiling!*

~ Donna

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do not bring any clothing. We must label and wash any new clothing that is brought in before your loved one can wear it. We will call you if your loved one needs more clothing. If we do ask you to bring in clothing, please be sure that the material can withstand high temperatures. Due to our strict infection prevention and control measures, we are washing and drying clothes in high heat. Thank you for your understanding and cooperation.

## News from rehab and recreation

Even though much has changed in terms of how our programs and activities are carried out, what remains the same are the 3M: Music, motivation, and mutual connection!

### Music

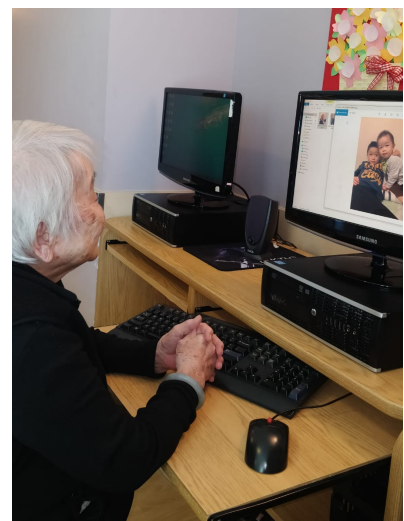
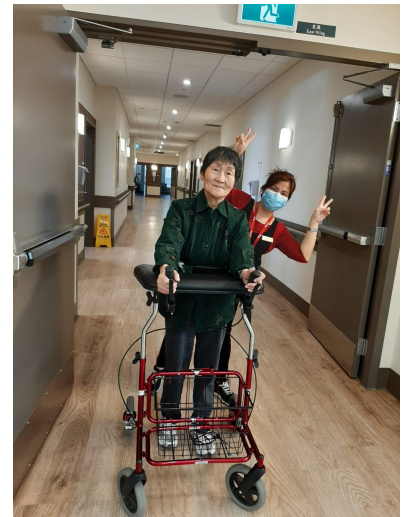
Music can be heard all over our facilities whether familiar, uplifting spiritual songs from our pastoral care programs, or fresh, fun exercise tunes or the heartfelt joyful birthday songs sung to our dear residents. What's different is that our pastors will visit one unit per week while the other units enjoy pre-recorded spiritual programs through the TV. Also, our vibrant and energetic rehab groups are now smaller and more spread out in the physical space. Finally, our recreation team members have been showcasing their talents on the ukulele and the steel tongue drum. They now sing to birthday residents as the resident sits at their designated dining table, which is spaced out to practice physical distancing, instead of all together with other residents at an activity table. Music continues to uplift and energize the spirits of our residents!

### Motivation

The story of Mrs. Xu's incredible motivation to walk is an example of strength, determination, and resilience despite the lock down. Back in December 2019, Mrs. Xu was new to Wing Kei and expressed her goal to "walk again" as she previously sat in a wheelchair and had a lot of pain and numbness in her hands due to her condition. With her hard work, perseverance, a specialized platform walker, and frequent rehab sessions, Mrs. Xu now confidently walks upright through the hallways with decreased pain and limited assistance! What an amazing accomplishment!

### Mutual Connection

Whether it is through teaching and learning beautiful crafts, sharing fond memories/stories, or bringing together generations through Zoom visits, these points of connection bring joy to our days. Recently, there was a witty exchange that brought laughter to the unit.



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A very clever resident, Mrs. N had a stroke earlier this year that left some physical and cognitive effects, but did not dampen her cheerful and witty personality. During a mental aerobics program, we were talking about some traditional poems and stories. The Recreation Assistant spoke of "后宫佳丽三千" which means, "In the Forbidden City, there are 3000 beautiful ladies." To everyone's surprise and delight, Mrs. N smiled and replied: "三千宠爱在你身" which means "The King gave all his love times 3000 to you!"

There is much to be thankful for at Wing Kei. Each day is a gift for residents and staff alike. Smiles are shared generously and we all enjoy the togetherness of our Wing Kei family despite the social distancing.

## Help, please: a call for short videos!

Families and friends, if you are able, please send a two-minute homemade video addressed to all our seniors that we can use during our recreational programs at all of our centres. Please upload videos to Google drive and send to [recreation@wingkei.org](mailto:recreation@wingkei.org). Make sure the file is sharable to anyone who has the link. Ideas for videos include simple exercise routines with music that residents can do while they are sitting, children in your family singing a song/doing a dance, someone cooking a delicious familiar dish, or even a tour of your garden as everything starts to bloom. Thank you in advance as these videos will be enjoyed and appreciated by residents.

## Family Council/Town Hall meeting

A reminder that the next Family Council/Town Hall is on Wednesday, May 6, 2020. The Family Council meets via Zoom. Please email [admin@wingkei.org](mailto:admin@wingkei.org) for meeting details.

**Thank you again for your support and trust, knowing that every decision we make is based on love, not fear.**

**As the days have turned into weeks, we know that you are missing your loved ones. Every resident who lives at Wing Kei is precious to us. They are our grandmothers and grandfathers, aunts and uncles. We care for them as our family, because they are our family.**

Please continue to keep Wing Kei in your thoughts and prayers. And remember, if you are able, please send in a two-minute homemade video that we can share with residents—they would love to see your faces and hear your voices, as would we!

Kathy Tam  
Chief Executive Officer

