

# Family Orientation



January 2023

## Agenda

1. About Wing Kei
2. Family sharing
3. Services at Wing Kei
4. Contracted Services
5. Family Engagement
6. Safety & Emergency Codes
7. Communication
8. Q & A
9. Feedback



## About Wing Kei



We are a fully accredited continuing care centre

We provide services for:

- 145 + 80 long term care residents (Crescent Heights & Greenview-LTC)
- 95 supportive living residents (Greenview-SL)
- 64 seniors in day program
- About 400 staff
- About 1,000 volunteers offering 30,000 hours in 2018

Wing Kei Crescent Heights  
Long-Term Care  
Opened in 2005



Wing Kei Greenview  
Supportive Living  
Opened in 2014



Wing Kei Greenview  
Long-Term Care  
Opened in 2018



## Wing Kei History (1996)



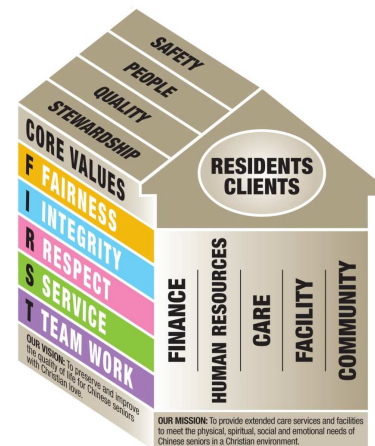
# Wing Kei History

- February 1997: Wing Kei Villa
- May 2005: Wing Kei Care Centre (now Wing Kei Crescent Heights)
- April 2007 - 2013: Home Care Services
- 2013: Adult Day Program
- October 2014: Greenview Supportive Living
- October 2018: Greenview Long Term Care
- June 2017: purchased 3 acres of land (Centre Street Church West Campus site) for development into Wing Kei Village
- Sept 2020: Wing Kei Montessori School opens, the first step in the creation of Wing Kei Village



# Operational Excellence & Core Values

- Our Vision:
  - To preserve and improve the quality of life for Seniors with Christian love.
- Our Mission:
  - To provide extended care services and facilities to meet the physical, spiritual, social and emotional needs of seniors in a Christian environment.



## Family Sharing (family member of CH resident)



## Clinical Quality Improvement (CQI)

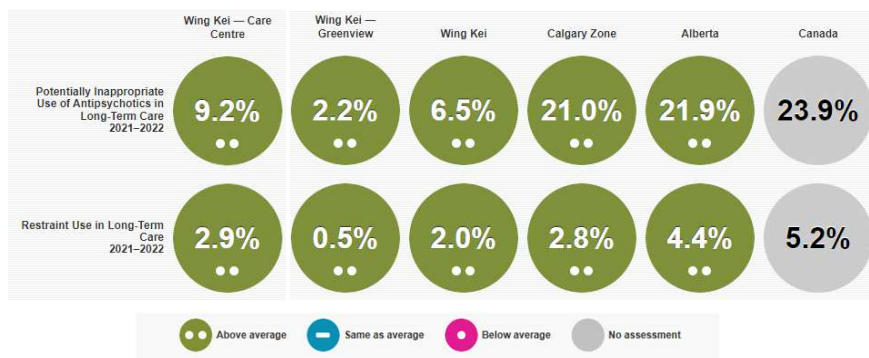
- Interdisciplinary team works together to support best practice and optimal resident outcomes
- Teams include:
  - Falls
  - Nutrition
  - Skin & Wound Care
  - Medication Safety
  - Restraints
  - Responsive Behaviour Management
  - Infection Prevention & Control
  - End-of-Life
  - Worsened Depressive Mood
  - Pain Management



## Public Reporting www.cihi.ca → Your Health System



## Appropriateness and Effectiveness



CIHI, Your Health System. Retrieved January 10, 2023, from <https://yourhealthsystem.cihi.ca/hsp/indepth?lang=en#/theme/438dc7bf7083ce251778c96a8459aace03b5d731/4/N4lgKgFpgptIDCAXATgGxALLAYwPatQEMAHAZygbBNNQAGGgFfxxQFcoBfDoA>



### Health Quality Council of Alberta (HQCA)

Long Term Care Family Experience Survey Report  
(Wing Kei Crescent Heights & Wing Kei Greenview)

Indicator Name	2014-15 Survey	2016 Survey	2017 Survey	2019 Survey	2022 Survey	
	WKCH	WKGV	WKCH	WKGV	WKCH	WKGV
Global Overall Care Rating (0-10)	8.5	8.6	8.8	8.9	9.2	8.9
Propensity to recommend (%)	96.1	100	99	100	98	96
Food Rating Scale (%)	78	76	82	81	86	79
2022 Final Report will be available end of 2022						



### Accreditation Canada Survey

- Accreditation Canada – a healthcare accreditation body aiming to advance quality and safety
- Wing Kei has achieved Exemplary status, the highest rating, since 2013, the latest one in Jan 2023



## Average length of stay

(Alberta Continuing Care Information System – ACCIS)

### Wing Kei Crescent Heights

Nov 2021 to October 2022

- Wing Kei Crescent Heights – 1,565.5 days
- Greenview LTC – 1,015.8 days
- Calgary – 661.7 days
- Alberta – 683.8 days



## Family Sharing

(Family of CH resident &  
Family Council member)



## Services at Wing Kei



### Nursing Team

*Available 24/7*

- Health Care Aides (HCA) & Team leaders
- Licensed Practical Nurse (LPN)
- Nurse in Charge – Registered Nurse (RN)
- Care Coordinator
- Clinical Manager
- Director of Care



## Individualized Care Plans



- Designated family member receives monthly updates
- Reviewed monthly
- Care Plan will be reviewed with family
  - During the initial Family conference 4-6 weeks after admission and annually thereafter

## Therapeutic Team

- Occupational Therapist
- Physical Therapist
- Recreation Therapist
- Social Worker
- Dietitian
- Pastoral Support
- Pharmacist



## Dietary & Food Services

- Residents are all assessed by a registered dietitian and a suitable meal will be provided
- Wing Kei offers 3 meals and 2 snacks per day
- Additional food items can be brought in by family members
  - Please notify care staff on the unit if you will be bringing additional food in



## Wing Kei Laundry Service

- \$55/month + \$45 for labeling (one time only)
  - Please inform us of new items so staff can label them
  - Ensure clothing is loose fitting to allow for layers or use of incontinence products
  - Some items cannot be washed by laundry: blankets, jackets, shoes, down items, delicates e.g. silk





## Contracted Services



### Contracted Services

- Fees for use paid by family
- Includes:
  - Hair salon
  - Foot care
  - Dental hygienist
- Contact receptionist to book appointments



## Fees *\*fees are subject to change without notice*

### Foot Care Nurse

On site monthly

- Foot Care: \$33/sitting
- Nail Care: \$13/sitting

### Dental Hygiene

- According to Alberta Seniors' Fee Guide
- More info on service and billing can be obtained from Reception



### Hair Salon

On site weekly

- Shampoo and blow - \$16
- Cut only - \$21
- Cut, Shampoo & Blow – \$26
- Dye only - \$60
- Perm & Cut - \$75
- Dye & Cut - \$75

## Family Engagement



## Personal Items

- Resident / Family is responsible to provide personal items for resident's use
  - Lotion, toothbrush, toothpaste, dentures (labeled), nail clipper, hearing aides, batteries
  - Staff are not responsible for these items but may assist residents in using them if necessary
  - Please do not bring in valuables such as jewelry
- Lost items
  - Lost items are not the responsibility of Wing Kei
  - Lost and Found for laundry items held quarterly on each unit



## Personal Items

- For safety reasons, the following items require special consideration:
  - Sharps (knives, scissors)
  - Non-prescribed medications
  - Electrical devices



## Family Participation

- Compliments & Complaints (forms available near elevators)
- Family Town Hall
- Wing Kei Family & Community Council
- Resident and Family Council Meeting
- Policy & Procedure review and providing feedback
- Committee Meeting, e.g. OHSER (Occupational Health Safety and Emergency Response Committee), Ethics Committee and Facility Inspection
- Walkathon
- Chinese New Year Banquet



## Resident Trust Account

- Trust accounts are available for families, if interested, please notify receptionist
- Money placed in these accounts will be used for:
  - hair cuts, foot care or recreational activities such as dim sum lunch or outings
  - \*Please inform unit if family prefers that the resident not participate in off-site recreational activities*
- \$100-\$500 (receipts provided for all cash deposits)
- Money can be deposited at any time



## Safety & Emergency Codes



### Your Role in Safety

- Families and visitors have an important role in maintaining the safety for our residents and staff
  - Handwashing
  - Not visiting when sick & getting an annual flu shot
  - Not using mechanical lifts
  - Ensuring residents have proper footwear
  - Reporting hazards, good catches & incidents
  - Preventing residents from following you into the elevator



## Your Role in Safety (cont'd)

- Speak with care staff before transferring or walking resident who usually sits in wheelchair
- Speak with care staff before taking resident off site (e.g. in car, to public space or home)
- Ensure signing resident out on whiteboard on unit and resident sign out at reception



## Emergency Response Codes

**Brown – Chemical Spill / Hazardous Materials**

**Blue – Cardiac Arrest / Medical Emergency**

**Orange – Mass Casualty Incident**

**White – Violence / Aggression**

**Purple – Hostage**

**Grey – Shelter in Place / Air Exclusion**

**Green – Evacuation**

**Red – Fire**

**Yellow – Missing Person**

**Black – Bomb Threat / Suspicious Package**



## Communication

Check the following for Wing Kei information and updates:

- Family letters, COVID updates
- Newsletter
- Wing Kei website: [www.wingkei.org](http://www.wingkei.org)
- Complement & concern form near MF elevators



Q & A  
Poll Survey

