

Family update #139

January 7, 2022

Dear family and friends,

Thank you so much for joining the family town hall on Wednesday. We had about 60 families at the meeting. Thanks to your support and encouraging remarks.

We have several updates to share with you.

COVID-19 Update

The Omicron variant continues to be highly transmissible and many of us have been hearing family and friends becoming ill or close contacts. At present, Calgary has over 19,261 active cases (excluding those RAS tested positive and did not take PCR testing) and 43 long term care/supportive living facilities in Calgary Zone have COVID outbreak.

At Wing Kei, as of today, eleven of the Crescent Heights staff, five of the Greenview long term care staff, and five of the Greenview supportive living staff are not able to attend work. They are isolating at home because they are symptomatic or have been confirmed to be COVID positive. As a precaution, residents on the affected units took the rapid test and we are grateful that the results are all negative.

The confirmed cases have been acquired from the community and did not spread within Wing Kei. Alberta Health Services Communicable Disease Control has determined all three sites are not on outbreak as we do not have two or more linked positive cases in a facility.

Visitation

The COVID situation changes very fast. Though we understand residents and families love meeting each other, balancing safety, we highly discourage non-essential visits at this time until the increase of active cases slows down. **Effective immediately we prefer families to come for essential visits ONLY for the next two weeks.** We will re-evaluate the situation in 2 weeks.

For essential visitors, we ask that you continue to follow Wing Kei's visitation protocols and to come only during visiting hours for mandatory screening. Prior to your visit, please be extra mindful of how you are feeling and refrain from coming if not feeling well or having contact with someone who tested positive for COVID-19 in last 14 days.

Please also note the following guidelines which are in effect:

Fully vaccinated visitors	Partially vaccinated or unvaccinated visitors
Two visitors at a time	Essential visits only; two visitors at a time

Visits in common areas and/or resident rooms	Visits in designated location not on the unit; resident will be brought to location and will wear a face shield
Encourage rapid testing at least once a week and if visitors have been in a crowded area right before visiting	Rapid testing required prior to each visit Visitors must adhere to PPE guidelines, upon the guidance of screening staff
No visitors under 12 years of age	No visitors under 12 years of age
No pre-booking required	* Pre-booking required to coordinate staff to bring resident to designated location
Essential visitors only during outbreak	Visitation dependent on outbreak protocols

* *Pre-booking for partially vaccinated and unvaccinated visitors must be made 3 business days or more in advance prior to the visit so that portering of your loved one to the designated location can be arranged. Crescent Heights families please email chfamilyvisit@wingkei.org for pre-booking. Greenview families please email gfamilyvisit@wingkei.org.*

A reminder to all essential visitors, if you have had known or probable close contact with COVID-19 in the last 14 days, you will not be permitted to enter our centres for 14 days from last known contact, regardless of your vaccination status.

Stay Safe and Healthy

Let us continue to work together, take every precaution we can to stay healthy and safe, limit gatherings and interactions, in order to protect everyone around us.

*I sought the Lord, and he answered me;
 he delivered me from all my fears.
 ~ Psalm 34:4*

With gratitude,

Kathy Tam
 Chief Executive Officer