

WING KEI

Family update #14

July 22, 2020

Dear family and friends,

We are grateful to remain free of COVID-19 in our centres. Thank you for your continued patience and understanding.

We are focusing this update on visitation. You may know that the Chief Medical Officer of Health released a new directive late last week (Order 29-2020) related to resident visitation in long term care and supportive living centres. We shared our relaunch plan at the Family Town Hall meeting earlier this month. At our next Family Town Hall on Wednesday, August 5, 2020, we will talk through the new order with you, including how and when we can incorporate the new guidelines.

We will be taking a phased approach to implementing Order 29-2020 to continue to ensure resident and staff health and safety. We have said from the beginning of the pandemic that we will act with love, not fear. This remains true as we work through the expectations in the new order.

The new order contains a lot of information that is important for you to know:

Risk tolerance—The recent public health directive allows for more visitation options and requires that we work with you to assess our shared risk tolerance for increased potential exposure to COVID-19. There are several crucial factors that we must bear in mind as we assess our risk tolerance and make decisions regarding visitation:

- COVID-19 continues to be present in our city, province, and country; it has not gone away.
- Seniors continue to be among the most likely to have severe symptoms should they become infected by the virus.
- Increased visitation means increased risk of exposure.
- Visitors carry every interaction they have had over the previous fourteen days with them into Wing Kei; that is how long the virus can incubate before symptoms appear.
- Handwashing, physical distancing, and continuous masking remain important preventative measures.

Designated family/support people—The new order asks that residents or families identify a second designated visitor who is essential for maintaining the resident's mental or physical health. The previous order allowed for one essential designated visitor; this order changes that to two.

Frequency of visits and number of visitors—Visits must continue to be scheduled ahead of time. Visitors will be screened and will be required to wear appropriate PPE. The new order indicates that up to five people can participate in outdoor visits, as long as they are able to maintain physical distance.

The order also allows for indoor visitation of the two designated family/support people in a resident's room and for visitation with up to three people in a space we designate for that purpose. Increased screening measures will be in place for anyone entering the centres including temperature check, a questionnaire, understanding of safe visiting practices, and confirmation of designated visitor status. We will be seeking your feedback on how to best proceed with this at the Family Town Hall.

Please note that virtual and window visits will continue.

WING KEI

Order 29-2020 is available on the provincial government website. If you would like to see it in its entirety, please click [here](#). You will see that the order also requires us to create a new policy regarding visitation. We are in the process of drafting that now.

Please plan to join the Family Town Hall on Wednesday, August 5, 2020. Contact selinacheng@wingkei.org for the Zoom link. Please email us your questions two days before the Town Hall so that we can be sure to respond to them during the meeting.

Thank you for your continued patience and please do come forward with your ideas and suggestions.

Kathy Tam
Chief Executive Officer