

Family update #108

July 20, 2021

Dear family and friends,

These past days were the first of in-room visitations on the units since March 2020. How wonderful it was to see and hear residents and families interacting. Thank you for your support as we work through these new processes. Our focus, as always, is to maintain the health, safety, and well-being of residents and staff.

We received feedback regarding the slides in our last update to you. To clarify previous updates and also to include some new changes:

- **Outdoor visits**—families are welcome to take their loved one to the garden or for a walk in the neighbourhood during pre-booked, weekly visitation time if air quality is acceptable.
- **Air Quality – at this time, we recommend not taking residents out for outdoor walks if air index is 5 or greater.** Our team will be referring to the weathernet.com for air quality index status. If families wish to take their loved ones out despite poor air quality, please discuss with site manager during weekdays. On weekends, please consult the unit RN/LPN. Wing Kei will work with families so they understand the potential health risks and we ask families to sign a Managed Risk Agreement.
- **Indoor visits**—last week, we started facilitating one visit per resident per week (one hour time length) in resident’s room. **At this time, we are lifting the requirement for “designated visitor” status for in-room visits.** We continue to limit up to four people (up to 2 households) per visit. **Effective July 26 (Monday), residents may have up to 2 visits per week to allow for more visitors. Visitation Coordinators will start taking second weekly bookings on July 22 (Thursday).** Families or friends may begin to book the second visit at chfamilyvisit@wingkei.org or gfamilyvisit@wingkei.org. The intent is to remove all visitation restrictions (number of people, duration, and frequency) by mid-August.
- **Rapid Antigen Screening (RAS) testing-** last week, we started to offer optional (but strongly encouraged) RAS testing to visitors. RAS will continue to be offered to first time visitors or visitors who have not yet been fully vaccinated. Wing Kei continues to emphasize important ways to mitigate transmission risks. The greatest defence is full vaccination. For certain risk factors, shields and gowns are available and offered to visitors for safety of residents.
- **Off-site outings**—designated visitors are able to take their loved one on outings away from Wing Kei. Residents are not required to quarantine upon their return unless there has been



in close contact with an individual who has tested positive for COVID. Please have a conversation with your site manager at least one week prior. This is to ensure we are able to talk through how best to mitigate risks.

- **Food deliveries & clothing items**—we are no longer accepting perishable food deliveries at reception. If you would like to bring perishable food for your loved one, please bring enough for one portion when you visit. Non perishable love packages continue to be accepted at reception during reception hours (Monday to Saturday from 8 a.m.-4 p.m.). Families are also advised not to bring in non-essential clothing items at this time as our laundry is heavily overloaded.
- **Zoom**—we are no longer facilitating virtual visits. If family and friends would like to have a virtual visit, we ask that you coordinate that during your in-room visitation with your loved one. Exceptions will be made for those residents who do not have in-town social support.

On Thursday, July 22, we will send you a short survey to help us understand your experiences with the changes in visitation in an effort to continuously improve and prepare for the next phase of opening visitation. Please watch for the survey in your in-boxes.

We are blessed to have an exceptional team at Wing Kei—individuals who are dedicated to our mission of service and who do all they can to bring moments of joy to your loved ones. Please be patient and appreciative of this team that has worked so hard these past sixteen months, loving and showing up for residents each and every day.

A Journey of Perseverance

Our 2020 Annual Report is now on our website. Please click [here](#) to read through a compelling collection of reflections that tell the stories of the past year through the eyes of residents, families, and staff. These are the stories of courage, hope, resilience, community, and love. They are unequivocal evidence that Wing Kei is close to God's heart and that we are instruments of His love.

Thank you for your continued prayer and support.

*Shout for joy to God, all the earth!
Sing the glory of his name;
make his praise glorious.
~ Psalm 66:1-2*

With gratitude,

Kathy Tam
Chief Executive Officer

