

## Family update #111

August 6, 2021

Dear family and friends,

It has been wonderful to welcome you to visit your loved ones on the units. Our hearts are full seeing the excitement and happiness of residents and families.

We had a great Family Town Hall on August 4. Thanks to everyone who attended. Below is a recap of the major items that we discussed.

### In-room Visitation Survey Result

We received many encouraging comments from the 92 family members who responded to the visitation survey. In summary:

- 93% of people are very satisfied (63%) or satisfied (30%) with their experience of visiting their loved one in their room on the unit
- 74% of people are very comfortable (35%) or comfortable (39%) to opening visitation without any restrictions
- 94% of people have the visitation information they need

In reviewing the responses to the survey questions and the open comments, we heard that:

- Families are so happy to see their loved ones
- Families feel safe visiting their loved ones
- Visitation processes make sense and are easy to follow
- Our staff are creating a friendly, welcoming environment
- We should continue to implement our phased approach to visitation
- Protocols such as screening should remain for the time being
- Families are enjoying both indoor and outdoor visitation

Sincere thanks for all your comments and appreciation. They greatly bolster our confidence and help us to continuously improve.

### Major Changes in COVID Public Health Protocols

The province has announced major changes in COVID public health protocols over the last several days including that those who test positive for COVID no longer need to isolate as of August 16, 2021. While there are substantive changes for the public, **many of the protocols for seniors care centres remain in place:**

- Masking and health screening requirements for staff, visitors, and service providers is required
- Residents who are partially vaccinated or unvaccinated and who are exposed to COVID or have come from a health setting that is on outbreak will be required to quarantine
- Operational and outbreak standards for seniors care centres remain in place and will be reassessed by Alberta Health in Fall 2021

Please be assured that we will do all we can to continue to keep our residents and staff safe and healthy through this transition in protocols.

### Phase 3 Visitation Re-opening

Following Alberta Health's request and as promised in our visitation roll-out plan, visitation restrictions will be removed by mid-August. **Effective August 9, 2021:**

Visitation Re-Opening: Phase 3	
<b>On-site visitation booking</b>	<ul style="list-style-type: none"> <li>Pre-booking is no longer required to visit your loved one on site</li> <li><b>Please visit during Reception hours to accommodate screening procedures:</b>            Monday to Friday 8 AM to 6 PM            Saturday and Sunday 9 AM to 4 PM            Closed on statutory holidays</li> </ul>
<b>Visitation Area</b>	<ul style="list-style-type: none"> <li>Visit your loved ones in their room, in common areas and outdoors</li> <li>As much as possible, please visit in-rooms or outdoors (based on acceptable air quality) to avoid crowding in common areas</li> </ul>
<b>Length and Frequency</b>	<ul style="list-style-type: none"> <li>Visit as often as you'd like and stay for as long as you would like</li> </ul>
<b>Number of visitors</b>	<ul style="list-style-type: none"> <li>Residents can have any number of visitors, without restriction</li> <li>Please limit visitors to 2 or 3 people per resident when visiting on the unit and ask that larger groups visit outdoors or in the garden</li> </ul>
<b>Screening</b>	<ul style="list-style-type: none"> <li>Screening continues to be required upon arrival</li> <li>Rapid testing is available for first time visitors</li> <li>Anyone who tests positive will not be permitted to enter the building</li> <li>Please be extremely conscious of how you are feeling; if you are not feeling well, even just a little bit, please stay home and visit when you are healthy</li> </ul>
<b>Personal Protective Equipment</b>	<ul style="list-style-type: none"> <li>Wear a mask in common areas (masks are optional in resident rooms)</li> <li>Wear a face shield if you or your loved one is not fully vaccinated</li> <li>Wear a gown if you come from busy, crowded places or have recently returned from travels</li> <li>Protect yourself, your loved ones, and staff by practicing hand hygiene</li> </ul>
<b>Off site outings</b>	<ul style="list-style-type: none"> <li>Please call the unit nurse at least two days prior to book off site outings</li> <li>Be vigilant that everyone on the outing, including your loved one, practices good hand hygiene and consider asking your loved one to wear a mask in public places or when around people who may not be fully vaccinated</li> </ul>

### Air Quality and Outdoor Activities

With the wildfires, air quality has been varying quite a bit in Calgary. At this time, we recommend residents remain indoors when the air index is 5 or greater. We refer to the Calgary Air Quality Health Index (AQHI) - Environment Canada ([weather.gc.ca](http://weather.gc.ca)) to determine whether it is safe for residents to be outside. If you wish to take your loved one outside when the air index is five or more, please first talk with the unit nurse. We will work with you to ensure you understand any potential health risks.

### Family Orientation

We welcomed new residents and their families during the pandemic. We will hold a **family orientation on August 18, 2021 at 5.30 pm – 6.45 pm via Zoom** with additional in-person orientations in the fall. We will discuss Wing Kei, our culture, care approach, and services during the orientations. **New family members of Wing Kei Crescent Heights and Greenview Long Term Care who are interested may click [here](#) to register.** Zoom link will be sent to those who have registered. Orientation for new supportive living families will be arranged on another date to be informed.

Thank you for your continued cooperation and support. We will certainly see you around the halls!

*Jesus Christ is the same yesterday and today and forever.*

*~ Hebrews 13:8*

With gratitude,

Kathy Tam  
Chief Executive Officer