

Family update #115

September 20, 2021

Dear family and friends,

COVID Update

An individual who visits their loved one everyday at Wing Kei Crescent Heights has tested positive for COVID. The visitor and their loved one are both fully vaccinated. The positive diagnosis was captured with a rapid antigen test and confirmed through a full test. The resident is asymptomatic and has tested negative with the rapid test. We are monitoring the situation very closely. We are currently not on outbreak status.

Reminder: Wing Kei Preventative Measures

As with the previous waves of the pandemic, we are doing all we can to keep residents and staff safe, healthy, and protected. In the current environment, where COVID cases are increasing quickly, it is absolutely critical that we all recommit to doing all we can to protect ourselves and those around us.

The following measures are in effect at our Crescent Heights and Greenview centres:

- **Wear a mask** at all times in the facility, even in resident rooms. You must wear a new mask every time you enter the facility. Additional PPE such as face shields and gowns may be suggested at the advice and discretion of our staff.
- **Limit the number of visitors to two per room and, as much as possible, ask children who are under 12 and not yet eligible for vaccination to refrain from visiting.**
- **Practice proper hand hygiene.** Wash your hands frequently and properly using either soap and water or hand sanitizer. Be sure to wash your hands including the tips of your fingers, the length between your fingers, your palms, and the back of your hands for at least 20-30 seconds.
- **Take the Rapid Antigen Test** at least once a week if you visit daily and once every two weeks if you visit less frequently. Rapid tests have proven to be very helpful in the early detection of the virus, including the most recent case mentioned above. You can access the rapid test when you come to visit your loved one.
- **Carry proof of vaccination** and share it as part of the screening process when you arrive to visit your loved one. The [Vaccine Card](#) is available for download. You can print it out or save it on your phone. Please [click](#) here for more information. While Alberta Health has indicated that Albertans do not have to disclose their vaccination status, we encourage you to share your status with us so that we can ensure you are appropriately screened and have necessary PPE in order to best protect residents and staff.
- **Be prepared if you are partially or non-vaccinated** to take the rapid test every time before you come to Wing Kei. Additional PPE such as face shields and gowns may also be required at the advice and discretion of our staff.

We also request you to carefully consider the necessity of social outings. If it is necessary for resident to go out, please take extra precautions and help your beloved to observe all health protocols such as continuous masking and frequent hand hygiene. You must speak with the nurse at least 2 days prior to the outing so that safety precautions and care needs can be properly communicated.

We are keeping close tabs on the fourth wave as it is unfolding in Calgary and across the province. Current provincial projections are indicating that the number of positive cases may continue to increase in the foreseeable future. We are preparing for any eventuality as best as we can and will implement further prevenative measures should it become necessary. We will discuss this more at the next Family Town Hall meeting on October 6, 2021.

If you have any questions or concerns at this time, please speak with the Care team or the Clinical Manager.

We are counting on you to journey with us through this fourth wave with the same patience and understanding you have shown us over the last 18 months. And we know you are counting on us to do all we can to keep your loved ones safe and content. We are doing our very best.

*I lift up my eyes to the mountains—
where does my help come from?
My help comes from the Lord,
the Maker of heaven and earth.
~ Psalms 121:1-2*

With gratitude,

Kathy Tam
Chief Executive Officer