

Family update #120

September 30, 2021

Dear family and friends,

COVID Update

We remain on outbreak status at Wing Kei Crescent Heights fourth floor. We are grateful that the resident who tested positive no longer is experiencing COVID symptoms and is recovering well.

Visitation

Visitations are currently not permitted on Crescent Heights fourth floor. Only essential visits are encouraged for second, third, and fifth floors. We will update you when there is any change to the visitation protocol.

Mandatory Health Screening

Alberta Health Services requires that all staff and visitors entering care centres perform a health screening prior to the visit to protect the residents. This is not optional; it is mandatory.

Health screenings are available at our centres Monday to Friday from 8 am to 6 pm and on Saturday and Sunday from 9 am to 4 pm. Please enter the facility only during these times.

We have learned that some visitors are coming into the centre after the screening hours entering at the same time others are leaving. This is not acceptable or appropriate and it created a great deal of concern for the health and safety of residents, staff, and other family members. If you leave after the screening time has passed, please be sure that no one enters the building unless there is a staff member there to receive them.

All visitors must be screened prior to visiting their loved one. Health screening and rapid tests have been proven to limit the spread of the virus—we have experienced this ourselves at Wing Kei. **We must work together as a Wing Kei family to keep COVID out of our centres and away from your loved ones and our staff. Please do everything you can to stay safe; do not take any chances that could expose you or your family to the virus.**

Thank you for your support, cooperation, and prayers.

Let everything that has breath praise the Lord. Praise the Lord.

~ Psalms 150:6

With gratitude,

Kathy Tam
Chief Executive Officer