

Family update #129

November 5, 2021

Dear family and friends,

We had another great town hall meeting on November 3. Your tremendous support is much appreciated. Our staff were very pleased to hear your positive comments and kudos for our care to your loved ones.

COVID Update

The outbreak status on the 4th and 5th floors of Crescent Heights remain unchanged. We completed another prevalence swab for all residents and staff on the 5th floor this morning.

Currently, only essential visits are allowed on the 5th floor of Crescent Heights. All staff working on the 5th floor as well as visitors to the unit must wear eye protection and a mask while on the unit. We also encourage essential visits only for residents who live on the 4th floor.

Unannounced audits from Alberta Health

On November 3, Wing Kei Crescent Heights had two unannounced audits from Alberta Health auditors – the Long Term Care Accommodation Standards Audit and CMOH Orders Compliance Audit. We are fully compliant with all the standards and orders. The auditor said that we passed the audits with flying colors! Thank you to all staff, residents and families for your ongoing cooperation and support!

Survey on Visitation Protocol

Our senior leadership team has developed an updated recommendation for visitation to better protect the safety and health of residents, staff, and visitors based on the:

- Preferences of families identified in the risk tolerance survey last month
- [Enhanced COVID-19 Protection for Continuing Care](#) announced by Alberta Health on October 19 and its associated [CMOH Order 49-2021](#) issued on October 20

Our recommendation differs based on the vaccination status of visitors as follows:

For fully vaccinated visitors	For partially vaccinated or unvaccinated visitors
Two visitors at a time	Essential visits only; two visitors at a time
Visits in common areas and/or resident rooms	Visits in designated location not on the unit; resident will be brought to location and will wear a face shield
Rapid testing encouraged at least once a week and if visitors were in a crowded area right before visiting	Rapid testing required prior to each visit Adherence to PPE guidelines as determined by screening staff required

No visitors under 12 years of age May be under special circumstances?? With RAS consent	No visitors under 12 years of age
No pre-booking required	Pre-booking required to coordinate staff to bring resident to designated location
Essential visitors only during outbreak	Visitation dependent on outbreak protocols

We have created an [online survey](#) to gauge your agreement with this recommendation. Please click [here](#) to access the survey. We always count on you to provide us guidance in making decisions. **The survey will close on Friday, November 12.**

Visitation on Remembrance Day, November 11

Screening staff will be supporting resident care on the units on the Remembrance Day statutory holiday instead of being stationed at the main entrance. If a visit is necessary on that day, please call the number posted by the doorbell and someone will come to the door to provide screening between 9 am and 4 pm.

We ask that you plan your visits during reception hours when there are screening staff to support with health screening and rapid tests.

Family Volunteers for Research Study

Wing Kei has partnered with the University of Waterloo, the University of Alberta, and Clinisys to develop an app to assist in communication with families. The development of the app was funded by Alberta Innovate. We are at the testing stage and are looking for 30 family volunteers to test the app for a four-week period and provide feedback on its value and usability. Technical support will be provided. A small token of appreciation will be offered at the conclusion of the testing period.

Preference is for family volunteers who have a loved one living at Wing Kei Crescent Heights, are English speaking, and possess a smart phone or tablet. If you are interested, please email Selina at selinacheng@wingkei.org.

*Taste and see that the Lord is good;
 Blessed is the one who takes refuge in Him.
 ~Psalm 34:8*

With gratitude,

Kathy Tam
 Chief Executive Officer