

## Family update #134

December 3, 2021

Dear family and friends,

Thank you to all the families who joined the new family orientation on November 25 and the family town hall this week. We are blessed that you are part of the Wing Kei family, always working together and supporting each other to offer high quality of care for residents.

### Enhanced Visitation Protocols

At our November family town hall, we shared our recommendation for enhanced safe visitation. Following the meeting, families were asked to respond to a survey seeking feedback on the recommendation. Over 90% of the 33 families who responded support changes to make visits safer.

For the protection of residents, staff, and yourselves, the following enhanced visitation protocols will be in effect as of **Monday, December 6, 2021**.

Fully vaccinated visitors	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
Encourage rapid testing at least once a week and if visitors have been in a crowded area right before visiting	Rapid testing <b>required</b> prior to each visit Visitors must adhere to PPE guidelines, upon the guidance of screening staff
No visitors under 12 years of age	No visitors under 12 years of age
No pre-booking required	Pre-booking required *
Essential visitors only during outbreak	Visitation dependent on outbreak protocols

\* *Pre-booking must be made three business days or more in advance of the visit so we can arrange staff to porter your loved one to the designated visitation location. Crescent Heights families please email [chfamilyvisit@wingkei.org](mailto:chfamilyvisit@wingkei.org) or call 403-769-3742 ext. 2233 for pre-booking. Greenview families please email [gvfamilyvisit@wingkei.org](mailto:gvfamilyvisit@wingkei.org) or call 403-769-3742 ext. 3152. **We will not be able to accommodate visitors who are unvaccinated or partially vaccinated without a pre-booked appointment.***

We will continue to ask for proof of vaccination for those who are fully vaccinated. Our protocol of limiting visits from children under 12 will be evaluated in coming weeks as children begin to receive the vaccine.

The implementation of these enhanced visitation protocols is timely as Omicron, another COVID variant, has been detected in Alberta. It is crucial that each of us be very cautious in our interactions and follow all public health protocols closely.

### Reception hours during Christmas

Our reception hours during the Christmas season will be:

- **Dec 24, 27, 28 and 31:** Regular hours from 8 am to 6 pm
- **Dec 25, 26 and Jan 1, 2022:** Reception will be closed. Screeners will be available from 9 am to 4 pm; please be sure to visit during those hours. *Pre-booked visits of visitors who are unvaccinated or partially vaccinated will not be accepted for Dec. 25, 26 and Jan. 1.*

Please communicate the changes in safe visitation protocols and the holiday access hours to your families and friends who visit your loved one and may not be on our mailing list. Family and friends of residents are welcome to access these updates on our website or by joining our mailing list at any time.

### Greenview Residents' Art Show

An exhibition of the arts and crafts created by our talented residents will be held at the **Greenview Chapel from December 4 to 20**. Please drop by and enjoy the beautiful artwork.

### Stay Safe and Healthy during the Christmas Season

While the news of Omicron left us feeling uneasy, we are grateful that the vast majority of Wing Kei families are fully vaccinated. Please be sure that the children in your life who are between 5 and 11 years of age also take their vaccine. If you are 60 years of age or older, you are eligible to receive your booster dose provided you received your second dose at least six months ago. Please talk with your pharmacist or call 811 to arrange to receive your booster.

Let us do all we can to stay safe and keep ourselves, our families, and our communities healthy!

*Thanks be to God for his indescribable gift!*  
*~ 2 Corinthians 9:15*

With gratitude,

Kathy Tam  
Chief Executive Officer