

Family update #146

February 9, 2022

Dear family and friends,

COVID-19 Update

We are pleased to inform you that the **outbreak at Greenview Long Term Care third floor has been lifted**. Currently all Wing Kei facilities are clear of outbreak. We are thankful that all residents are doing well.

Our deep appreciation to the wonderful Wing Kei team who beautifully demonstrate the Wing Kei spirit. They continue to persevere through the challenges of outbreaks and staffing shortages, taking care of residents and each other with grace and generosity.

Premier's COVID Announcement

Yesterday, Premier Kenney announced a three-phase approach to lifting public health protections across the province. Please note, that **as indicated by Dr Hinshaw, Chief Medical Officer of Health, the lifting of protections does not apply to continuing care centres such as ours.**

How protections are lifted in continuing care centres will take longer given residents' vulnerability to experience more severe outcomes of the virus. This means that staff and visitors will continue to be screened and must continuously mask. We will share information on the timing of lifting protections in continuing care centres as we receive it.

Visitation

At present only 3rd floor of Greenview Long Term Care is limited to essential visits in resident's room. Beginning Saturday, February 12, visitation will be opened to all units of Wing Kei facilities based on regular visitation protocols.

Criteria	Fully vaccinated visitors	Partially or unvaccinated visitors
Number of visitors	Two visitors at a time	Essential visits only; two visitors at a time
Location of visit	Visits in common areas and/or resident rooms	Visits in designated location not on the unit Resident will be brought to location wearing a mask and face shield
Rapid testing	Encourage rapid testing at least once a week for frequent visitors and if visitors have been in a crowded area before visiting	Rapid testing required prior to each visit Visitors must adhere to PPE guidelines, upon the guidance of screening staff

Criteria	Fully vaccinated visitors	Partially or unvaccinated visitors
Children visiting	No visitors under 12 years of age	No visitors under 12 years of age
Booking visits	No pre-booking required	Pre-booking required three business days or more in advance of the visit so that we can arrange staffing to bring your loved one to the designated location <i>To pre-book email chfamilyvisit@wingkei.org for Crescent Heights or gvfamilyvisit@wingkei.org for Greenview</i>
Visiting during outbreaks	Essential visitors only during outbreak	Visitation dependent on outbreak protocols

Wing Kei Website Redevelopment

Thank you very much to the 60+ family members who joined our Family Town Hall on February 2. At the meeting we shared that we are at the very early stages of redeveloping our website. As vital users of the website, we are seeking your feedback in two ways:

- **Survey**—Please take a few minutes to complete the family [survey](#) by Tuesday, February 22, 2022 to help us better understand what content you would like to access on the website
- **Reviewers**—We hope that a representative group of family members can review content ideas and test the site when it is ready in several months time. If you would like to be part of this group, please share your name and contact information at the end of the survey.

Thank you for your continued support. We are ever grateful for the wonderful partnership we share to care for your loved ones.

*Rejoice in the Lord and be glad, you righteous;
sing, all you who are upright in heart!
Psalm 32:11*

With gratitude,

Kathy Tam
Chief Executive Officer