

## Family update #158

May 19, 2022

Dear family and friends,

### COVID-19 Update

We are happy to report that the High Alert status on the third floor of Greenview Long Term Care was officially lifted on May 15. All residents are doing well. Our sincere thanks to all residents, family members, and visitors for your support and cooperation.

With immediate effect, fully vaccinated children 5 - 12 years old are allowed to visit residents with compliance to Wing Kei visitation protocols including:

- Visitors must be screened prior to visiting
- Visitors must continuously mask when on site
- Visitors above 12 years old who are not fully immunized must book visits in advance so we can arrange for your loved one to be brought to the designated visiting area
- Two visitors per resident at a time

Parent/Guardian **please bring the child's double vaccination record** for health screening purposes.

We understand that Alberta Health is developing a transition plan to ease measures in continuing care centres. At this time, the protections remain in place in centres such as ours as residents are more vulnerable to experiencing more severe outcomes of the virus. We will share information about changes once we are notified by the Chief Medical Officer of Health.

Please note on **May 23 Victoria Day statutory holiday**, Reception will be closed but visitor screening will be available from 9 am to 4 pm.

### HQCA Family Experience Survey: Jun 2022

The Health Quality Council of Alberta (HQCA), in partnership with Alberta Health and Alberta Health Services, will again be conducting an online survey with family members (or those who are most involved in the resident's care) in June. The purpose of the survey is to collect feedback to assist in improving resident quality of care and services. We will share more information at the upcoming Family Town Hall on June 1 and invite you to participate in the survey.

### Renovation at Wing Kei Crescent Heights

Renovations on the main floor of our Crescent Heights centre have started and will continue until November. The renovations include redesigning the layout of various uses and creation of more office spaces and meeting rooms. We will minimize inconveniences caused while the work is in progress; please be sure to adhere to notices on site to navigate through any temporary disruptions.

### Tie up your shoelaces and Walk for Wing Kei (Virtual Edition): Apr 6 – Jun 25

With the love and generosity of the incredible Wing Kei community, we are excited to share that over \$130,000 has been raised for the 22<sup>nd</sup> Walk for Wing Kei. Our goal is to collect \$350,000.

Many residents are participating in the Walk and we encourage you to support them and join a team yourself. Support residents by collecting pledges from friends, family, colleagues, and neighbours by sharing one of the team links below:

- [Crescent Heights 2/F Residents Team](#)
- [Crescent Heights 3/F Residents Team](#)
- [Crescent Heights 4/F Residents Team](#)
- [Crescent Heights 5/F Residents Team](#)
- [Greenview Supportive Living Residents Team](#)
- [Greenview Long-Term Care Residents Team](#)

Please also help us spread the word by sharing information with friends and family, engaging in our social media posts, and re-posting information about the Walk on your social media platforms. For more information, please visit [wingkei.org](http://wingkei.org). Questions can be directed to [events@wingkei.org](mailto:events@wingkei.org) or 403-277-7433.

### Family Town Hall: June 1, 2022

Our next [Family Town Hall](#) is on Wednesday, June 1, 2022 at 5.30 pm. Please complete the [Registration Form](#) by Monday, May 30, 2022 to attend and include any questions that you would like to discuss at the Town Hall. Please note that only general questions will be answered and if you have any personal questions, please contact the unit manager.

### Enjoy the beautiful weather

As the weather becomes warmer, more outdoor activities will be arranged for residents to enjoy the lovely sunshine. Families and visitors are also welcome to spend time in the outdoor gardens with your loved one during visiting hours:

- The front garden at Crescent Heights is open and accessible during visiting hours.
- At Greenview Long Term Care, please sign out a special access card key to use the garden for an hour at a time.
- The Greenview Supportive Living garden can be accessed by residents on the second and third floor through the main floor elevator rear door.

Please enjoy the garden spaces safely by maintaining distance from others and ensuring a maximum of four visitors per resident at a time. If the maximum number of people visiting the garden has been exceeded according to the sign posted at the garden entrance, please come back to the garden at another time.

As many activities in the province and across the country have gradually returned to normal, I hope you are enjoying all that you love and have missed for so long. Please remember to continue to always follow public health protections so we can keep each other safe and healthy.

Thank you so much for your continued support and cooperation.

*A cheerful look brings joy to the heart; good news makes for good health.*

*~ Proverbs 15:30*

With gratitude,

Kathy Tam  
Chief Executive Officer