

Family update #15

August 11, 2020

Dear family and friends,

We are grateful to remain free of COVID-19 in our centres. The recent COVID-19 positive cases at continuing care centres tells us that the virus continues to exist in the community and we must remain vigilant while also facilitating safe visitation in partnership with you. It will take our entire Wing Kei community to keep COVID-19 out of our centres.

We have several updates:

Safe visitation

Thank you to all the families who participated in the family town hall meeting last week. We were able to respond to questions specifically related to safe visitation indoors and outdoors and how we can facilitate your bringing food for your loved ones. We talked through the various components of Chief Medical Officer of Health (CMOH) Public Health Order 29-2020.

Since the beginning of the pandemic, we have proceeded cautiously in a deliberate and concerted effort to keep your loved ones and the Wing Kei team safe and healthy. We are grateful for God's protection over us. Your unyielding patience, trust, and understanding over the last five months has been an immense contribution to our ability to remain free of COVID-19.

Now it is time for residents and families to reunite and visit each other in person. We know you have missed your loved ones and they have missed you. We have been doing our very best to care for them and be their daughters and sons, knowing you could not be with them. This has been a privilege.

Seniors continue to be among the most vulnerable for contracting COVID-19 and are most likely to experience severe symptoms from the virus. We are going to proceed cautiously, facilitating outdoor visits for up to five family members and indoor visits in a designated easily accessible space for the two designated family/support people as specified by the resident, family, or legal guardian.

All outdoor and indoor visits must be pre-scheduled with Wing Kei; we cannot respond to spontaneous visits. Virtual visits that require assistance from our staff must also be arranged ahead of time. To schedule a visit at Crescent Heights please email chfamilyvisit@wingkei.org and for Greenvue email gvfamilyvisit@wingkei.org

There are several requirements that must be followed for safe visitation including:

- Showing photo ID upon arrival

It continues to be a beautiful summer, where residents have been enjoying much time in our gardens, patios and chapels. They have been enjoying the blooming flowers, refreshing exercises and lots of Vitamin D from the sunshine.

Residents and staff showed amazing stampede spirit through creative dancing, games, pictures and enjoyment of special sausage/pineapple snacks.

We had some very special talent shows this month: martial arts, piano playing, choreographed taekwondo sparring and live caricature drawings of our own residents by one of our staff who is a talented artist.

The residents continue to thoroughly enjoy the visits in their many different forms from families/friends, from both near and far. Thank you for your continued partnership as we work together so that our residents can stay connected with loved ones while being safe.

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- Wearing a mask at all times and other PPE, if necessary
- Being screened on arrival
- Participating in safe visitation education every time you come
- Maintaining six feet distance at all times
- Washing your hands with soap and water or using hand sanitizer before, during, and after your visit

An essential aspect of safe visitation is for every visitor to frequently assess the risk they bring in to the centre when they come to visit. Every example we have seen in continuing care and supportive living centres, and even in the broader community, tells us that one infected person puts exponentially more people at risk. If one person who is COVID-19 positive and doesn't realize it comes into the centre, it is putting every resident and staff at risk: that is the reality of this virus. **Every interaction you have in the 14 days before you visit your loved one is also coming into the room with you—that includes grocery shopping, running errands, having dinner with family and friends, and so on.** Please consider this carefully before coming to the centre.

As part of CMOH Order 29-2020 we were required to develop a [safe visitation policy](#) which is available on our website for your reference.

Bringing food for your loved one

Many families have shared that they would like to bring food for their loved ones to enjoy. We have been thinking of options and have created a schedule to allow for this to work smoothly. Please adhere to the following safety requirements when bringing food for your loved one:

- Use disposable containers clearly marked and labelled with:
 - Your loved one's room number and full name
 - The name of the food item, date, and time prepared
 - Non-perishable food items must be in the original and unopened package with a clear expiry date
- Place the disposable container inside a clear, non-leaking plastic bag
- Bring only a one-time portion
- Deliver food once a week only (see schedule below)
- Bring only made ready food (e.g, peel and cut fruit, etc.)



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- Ensure food is not exposed to room temperature for more than one hour, including travel time to the centre—this is to prevent gastrointestinal issues for your loved ones since most foodborne illness bacteria like temperatures between 4°C/40°F and 60°C/140°F which is the range of temperature known as the danger zone
- Refrain from bringing restaurant food (e.g., dim sum), food that is not properly labelled and packaged and food that has been left at room temperature for more than an hour

Food not consumed by your loved one will be discarded by the end of the day. We will be accepting food **only** at the following times:

	Wing Kei Crescent Height Between 930 am and 1030 am only	Wing Kei Greenview Between 930 am and 1030 am only
Monday	N/A	Residents living on the Main Floor
Tuesday	Residents living on the 2 nd Floor	Residents living on the 2 nd Floor SL4
Wednesday	Residents living on the 3 rd Floor	Residents living on the 3 rd Floor SL4
Thursday	Residents living on the 4 th Floor	Residents living on the 2 nd Floor LTC
Friday	Residents living on the 5 th Floor	Residents living on the 3 rd Floor LTC

Family Town Hall

Our next Family Town Hall will be held on Wednesday, August 26, 2020. Contact selinacheng@wingkei.org for the Zoom link. Please email us your questions two days before the Town Hall so that we can be sure to respond to them during the meeting.

As always, please share questions, ideas, or concerns with the clinical manager responsible for the unit where your loved one lives. We are so grateful to you for your continued trust.

Kathy Tam
Chief Executive Officer

