

Family update #160

June 7, 2022

Dear family and friends,

COVID-19 Update

We are thankful that the outbreak on the main floor of Greenview Long Term Care was lifted today. Our sincere thanks for your cooperation and support in protecting residents, staff, and yourselves.

Wing Kei Issued Visitor Card

At the Family Town Hall last Wednesday, we introduced the idea of an optional Visitor Card which we will be offering soon for the convenience of visitors who are double vaccinated. Please note that the visitation rules remain the same; the visitor card does not impact current guidelines.

Partially vaccinated and non-vaccinated visitors or visitors who do not wish to disclose their vaccination status may book visits in designated areas with residents three business days in advance by emailing chfamilyvisit@wingkei.org (Crescent Heights) or gvfamilyvisit@wingkei.org (Greenview).

The new Wing Kei Visitor Card allows for quick verification of proof of vaccine and can be used instead of the QR code. The Visitor Card will help ensure safety for residents and staff. To obtain your Wing Kei Visitor Card, the next time you visit please:

- Show your QR code to the screeners
- Ask that a Visitor Card be created for you

It is vital that you do not share your card with anyone else. If you do, your card will be forfeited.

We appreciate and ask for your continued patience and understanding as we transition from the QR code to the Wing Kei Visitor Card for those visitors who choose to obtain one.

We have had incidences of difficult interactions when families have been upset or frustrated with the visitation guidelines. Wing Kei is a respectful workplace and harassment will not be tolerated. If you have questions, concerns, or complaints involving visitation, please contact the site manager or email chfamilyvisit@wingkei.org (Crescent Heights) or gvfamilyvisit@wingkei.org (Greenview).

HQCA Family Experience Survey – June 2022

Beginning June 8, the Health Quality Council of Alberta (HQCA), in partnership with Alberta Health and Alberta Health Services, is conducting a family experience survey with family members (or those who are most involved in a resident's care). You will receive the survey by email or by post. Please be sure to complete and submit the survey at your earliest convenience. HQCA, Alberta Health, and AHS will use your feedback to improve resident quality of care and services. If you need any help accessing the survey, please email selinacheng@wingkei.org.

Accreditation Survey – Dec 12-14, 2022

Wing Kei has always received Exemplary standing—the highest possible rating—with Accreditation Canada. We are very grateful that the Wing Kei community—staff, residents, families, supporters, donors, and funders—contributes to our success.

The next Accreditation Canada survey will be on December 12, 13, and 14, 2022. Preparation is well underway. **We are currently seeking a representative group of family members to help us prepare for the survey.** The time commitment is one hour per month between now and January 2023. If you are willing to participate, please email selinacheng@wingkei.org and we will contact you with more information.

Save the Date: June 25 – Walk for Wing Kei Celebration

Our heartfelt thanks to all participants and supporters who have contributed to this year’s Walk for Wing Kei. Over \$175,000 has been raised so far. To celebrate our collective success, please join us for a virtual celebration on **Saturday, June 25 at 10 am**. Just log on to www.wingkei.org at that time and join in the fun!

Adult Day Program

Wing Kei’s Adult Day Program has a few openings for seniors who live in the community or are in the process of being discharged from hospital or a community care setting. The program, which we have been operating since 2012, promotes well-being by providing social, cognitive, and health related programming. The program is open to people of all cultural backgrounds and includes companionship (respite care), socialization, care programs for people diagnosed with dementia or a related illness, exercise and wellness programs, and pastoral care.

If you know someone who may benefit from the program, please contact Health Link at 811. More information can be accessed clicking [here](#).

Taste and see that the LORD is good! How blessed is the person who trusts in Him!
~ Psalm 34:8

With gratitude,

Kathy Tam
Chief Executive Officer