

## Family update #167

July 19, 2022

Dear family and friends,

### COVID Update

Six residents on the main floor of Greenview Supportive Living tested positive for COVID. An outbreak has been declared. All affected residents are in stable condition and are remaining in their suites. All other residents on the unit are doing well. **Family members who wish to visit Greenview Supportive Living Main Floor residents are requested to communicate with the nurse on the unit first before the visit.**

As you may have seen in the news, a seventh wave of COVID is now in Canada, and there are rising outbreaks in continuing care facilities across the country. In Alberta, the highly transmissible BA.5 variant has now overtaken other variants, and in some areas within Alberta the BA.5 variant represents 100% of all PCR-confirmed cases. Due to BA.5's high transmissibility and ability to evade vaccine, we must continue to be vigilant with all protective measures to prevent the spread of the virus. Please be especially careful when you are visiting your loved one.

The following visitation protocols are still in place at all Wing Kei facilities:

- Health screening on arrival
- Proof of vaccination
- Continuous masking for the visitors while in the facility
- Visitation in common areas for visitors who are not vaccinated or prefer not to disclose their vaccination status

As we continue to live with COVID, vaccines will continue to be critical in protecting our health. The Alberta government has just announced that, starting July 20, Albertans 18 years and older can book appointments for second booster doses providing it is five months after receiving their last dose. We strongly encourage you to book online by using the Alberta vaccine [booking system](#) or by calling 811 to receive the booster dose.

### Crescent Heights Main Floor Renovation Update

Phase 1 of the Crescent Heights main floor renovation will complete this week. Renovations include space for the chaplain's office and a larger tea lounge for staff.

Phase 2 of the project, which involves redesigning the old tea lounge and reception area, will begin in the coming days and will complete by mid-September. A new board office and more conference rooms will be built; the water fountain will be removed, and the reception area will be relocated to be nearer the main entrance.

Given the scope of the second phase of the renovation, effective today, the front garden will not be accessible for visitors and residents. We apologize for the short notice and the inconvenience. The team is working hard to determine if another access point can be created to the front garden. In the meantime, you are welcome to take your loved ones to the unit balcony or for walks in the

neighborhood/nearby parks. Please be mindful to follow safety regulations/protocols for supervised balcony use:

- Ask your HCA or nurse to unlock the balcony door for you
- Write your loved one's room number on the sign out white board
- Keep balcony doors closed at all times
- Stay with your loved one; do not leave resident(s) unattended
- Use the benches on the balcony; do not take any furniture out onto the balcony
- Adhere to the protocols and maximum capacity posted on the balcony door
- Inform care staff once you have left the balcony so they can lock the door

Your understanding and patience is greatly appreciated during the main floor renovations. We hope you and your loved ones go for walks and enjoy the fresh air, beautiful flowers, and sunshine in neighbourhoods around Crescent Heights neighborhoods as well as on unit balconies.

### Walk for Wing Kei Update

We are excited to share that we reached our goal of raising \$350,000 through this year's Walk for Wing Kei! We are grateful for your support. We continue to accept donations until Friday, July 22, 2022. Thank you for sharing the word and for your generosity!

### Family orientation: Wednesday, August 10

Family members whose loved ones began living at Crescent Heights or Greenview in the past few months are invited to attend the upcoming [family orientation](#) on Wednesday, August 10, 2022 from 5.30 pm to 6.30 pm. Please register by clicking [here](#). Our Wing Kei culture, approach to care, and available services will be discussed. While the orientation is geared to new families, others who are interested are also welcome. **Please register by August 8, 2022.**

Please take good care of yourself and enjoy the beautiful summertime!

*Be strong and courageous.  
Do not be afraid;  
do not be discouraged  
for the Lord your God  
will be with you wherever you go.”  
~ Joshua 1:9*

With gratitude,  
Kathy Tam  
Chief Executive Officer