

## Family update #170

August 11, 2022

Dear family and friends,

### Wing Kei Crescent Heights Main Floor Renovation Update

Thank you very much for your support in attending the Crescent Heights Renovation Meeting last Thursday. We are also very thankful for the cooperation of the families and visitors who entered and exited the facility from the west side entrance last week during the removal of the water fountain. The contractor was able to remove the fountain successfully within the scheduled timeframe. Phase 2 will complete around mid-September. We will keep you posted on the progress of the renovation project.

### Resident/Family Survey on visitation protocols

Three surveys were conducted in July to understand resident and family perspectives on visitation, which guide us on deciding whether to maintain the visitation protocols or not. Below are the results of the surveys:

Visitation protocols	78 residents (from 3 Wing Kei centres, excluding dementia units)	36 respondents (at July 6 Family Town Hall)	32 respondents (online survey)
Prefer only vaccinated visitors go onto units	87%	86%	81%
Prefer to continue visitor screening	90%	89%	91%
Recommend requiring proof of vaccination for visitors	N/A	86%	75%

At the end of the last family town hall on Aug 3, another poll survey on the same questions was done. A large majority of the respondents preferred only vaccinated visitors on the units (82%), to continue with visitor screening (97%) and requiring proof of vaccination for visitors (91%). **The survey results suggest maintaining the current visitation protocols.** We will continue to re-assess the situation and collect feedbacks from residents and families in the coming months.

### Extreme heat preparedness

As you are aware, heat warning has been in effect in Calgary since Monday. From the weather forecast, daytime highs will be near 30 degrees with overnight lows in the mid teens, and this stretch of hot weather is expected to persist into the weekend.

Our Wing Kei teams had an emergency heat wave drill last Friday, well before the heat warning came into effect, and we have been fully prepared in the following areas to protect the residents:

- The Facility team will monitor the temperatures within the building and support areas where necessary or in need of attention;
- The Recreation team will review the resident activities calendar and reschedule any programs to be held inside if the heat outside is unsafe;
- The Care team will monitor residents' condition continuously, and take measures to help keep them cool if they experience any illnesses & symptoms relating to heat;
- The Food Services team will prepare cold food or dessert for the residents to help them stay cool;
- The Housekeeping team will provide support whenever required, such as moving fans, assisting in moving residents to cooler locations, etc;
- We will also ensure that the residents know about the extreme heat wave alert and understand the necessary safety measures to be taken.

As the heat warning will persist until the weekend, please take precautions to protect yourself and your families, such as wearing a hat, sunscreen, drinking a lot of fluid to keep yourself hydrated, etc.

### **Wing Kei 2021 Annual Report**

The [2021 Annual Report](#) has been up on our website. The theme this year is "Rays of Hope". We are very thankful that despite over two years' of challenges, the Wing Kei teams continue to be full of hope in maintaining residents' health in mind, body and spirit; in continuing to provide quality services for the seniors and the community; and in developing Wing Kei Village to expand our services to the community. Please click [here](#) to view the annual report, feel the support we shared with each other as we journeyed through the pandemic, and understand our plan of development.

We are so grateful for the dedication from our staff and your unwavering support!

*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