

Family update #184

December 21, 2022

Dear family and friends,

COVID-19 Update

We are grateful that the outbreaks on the third floor of Crescent Heights and third floor of Greenview Long Term Care were lifted on December 7 and 17 respectively. We were on high alert for three days as a precautionary measure for Greenview Long Term Care (December 18-20) when only essential visits were permitted. Normal visitation resumes on December 21. Thanks to everyone for your patience and understanding.

Survey on visitation protocols

We conduct regular surveys of residents and family members to guide us on current visitation protocols. Given the November results, noted in the table below, we will maintain our current visitation protocols. Please click [here](#) to complete the [December survey](#) to express your opinion.

	Crescent Heights 38 residents surveyed (excl. dementia unit)	Greenview LTC and SL 67 residents surveyed (excl. dementia units)	29 family members (via online survey)
Prefer to continue visitor screening	34 (89%)	63 (94%)	23 (79%)
Prefer only fully vaccinated visitors on units	35 (92%)	64 (96%)	22 (76%)

Accreditation survey: Dec 12-14

We experienced a successful survey process last week. Our sincere thanks to the residents, families, and staff for your constant support. A special thanks to our family focus group members who engaged in regular discussions with our team before the survey and provided valuable input into our policies and procedures. It is clear from the surveyors' debriefing on December 14 that they were very pleased with our performance. Their feedback was extremely positive. It typically takes several weeks to receive the final feedback and results. We will share these with you once they are available.

Festive menu for residents

Wing Kei always celebrate the festive season with joyous programs and delicious food for residents. Residents will enjoy an additional dish on December 22 to celebrate Winter Solstice and a special lunch on New Year Day. Our Winter menu began on November 14. Thanks to the residents who shared their wonderful ideas which we have incorporated into the menu. We have been receiving positive feedback from residents with this change!

Palliative and End of Life Care Toolkit Survey

Wing Kei was successful in receiving a grant from the provincial government to create a toolkit for continuing care frontline healthcare staff, families, and volunteers to provide culturally-safe care and decision-making support for residents who are palliative or at end of life. We are seeking to understand the experiences of family members to inform the development of the toolkit. Please click [here](#) for more information and to participate in the [survey](#). The survey will close on December 31, 2022.

Reception hours during Christmas/New Year holidays

Reception will be closed on December 25, December 26, and January 1, 2023. Staff will be available to screen visitors over the holiday season during the following hours:

Sat, Dec 24	9 am - 4 pm
Sun, Dec 25	9 am - 4 pm
Mon, Dec 26	9 am - 4 pm
Tue, Dec 27	9 am - 6 pm
Sat, Dec 31	9 am - 4 pm
Sun, Jan 1	9 am - 4 pm
Mon, Jan 2	9 am - 6 pm

Please be patient going through the screening, especially on days when the reception is closed and there is one screener on shift. A reminder that out-of-town and first-time visitors must bring proof of vaccination for health screening purposes.

Merry Christmas!

I wish everyone a joyful and blessed holiday season! May the God of hope fill you with light and love.

With gratitude,
Kathy Tam
Chief Executive Officer

