

Family update #202

May 24, 2023

Dear family and friends,

COVID Update

Two residents on the second floor of Greenview Supportive Living have tested positive for COVID and outbreak has been declared on May 20. We are grateful that their symptoms are mild and they are recovering. For the time being, we ask that only essential visitors come to the unit, including those who provide feeding support during meals and emotional support for the residents. To book a visit on the second floor of Greenview Supportive Living, please email gfamilyvisit@wingkei.org.

Upcoming Changes—Post COVID Planning and Implementation

Earlier this month, the World Health Organization's declared that COVID-19 no longer qualifies as a global emergency. This, coupled with ongoing efforts over the last several months by the provincial government and Alberta Health Services to remove restrictions, has led our leadership team to engage in post-COVID planning. At the last family council meeting, we discussed options and sought input to ensure that our planning addressed concerns and challenges.

Since the beginning of the pandemic, we made a promise to you that we will make decisions with love, not fear. That commitment continues today as we plan to remove some of the COVID processes and protections that we have become so familiar with. The safety of residents, our staff, and each of you remains a top priority. We are easing into the changes and will monitor the impact closely.

Changes include:

Screening, rapid testing, and infection prevention

As we always have done, we will screen residents as part of our regular care processes. We will not screen visitors for symptoms nor offer rapid testing effective May 29, 2023. We ask visitors to self-screen, prior to visiting. If you are not feeling well—no matter how mild your symptoms may be—please choose to postpone your visit by five days or until you are symptom-free. We will continue to educate visitors through signage and regular communication.

Should we be in a situation where we have an outbreak, we will follow all Alberta Health Services policies and guidelines. In the past, well before COVID, we occasionally had outbreaks such as influenza and norovirus (gastro-intestinal virus). In every instance, we care for residents, minimize risk of transmission, and notify families. We will continue to respond quickly and manage these as they arise.

Access Cards

We will begin reinstating the access card program next month. This allows families/visitors to swipe a card to access the parkade and the building. We have found this to be a very safe way to ensure that visitors can see their loved ones. Our system tracks the use of the access cards so we know who is in the building. In addition, you will be asked to sign in and out of the log book at the reception

desk—this is a secondary but important process that helps us to know who is in the building at any given time, particularly in case of an emergency.

Starting June 30 all families/visitors will be required to use the access card to gain access to the facility. Staff will no longer be available to open the door for visitors as we have to put all the resources on caring for the residents. Access cards that families currently hold will be re-activated by June 30. If you wish to apply for access cards, please send in the application in early June.

More information about the access card and how to apply will be provided in our next family update.

Visitation

When you are meeting your loved one in their room, we ask that you limit the number of visitors to four. This allows for some distancing within the room. For visits with more people, you are welcome to use the chapel and mezzanines at Greenview and the lobby of Crescent Heights where there is ample seating. We ask large groups to refrain from meeting in the dining rooms since those areas are often used for recreational activities and exercise. Should you require a private room for a larger gathering, please speak with the receptionist and fill out a room request form at least 5 business days in advance. The room will be reserved on a first-come-first-serve basis. We are currently working on an online request form which will simplify the procedure.

General helpers

We have been very fortunate at Wing Kei that several general helpers joined our team through the pandemic to provide extra support to our housekeeping and care teams. The additional funding we received to ensure COVID precautions were in place is ceasing and, unfortunately, we can no longer maintain these positions. General helpers will be encouraged to apply for positions at Wing Kei as they open.

Family Town Hall: June 7

Our next [Family Town Hall](#) is on Wednesday, June 7 from 5.30 pm – 6.30 pm. We will discuss the changes noted in this communication further. Please complete the [Registration Form](#) by Monday, June 5 and include any questions that you would like to discuss at the Town Hall. Please note that only general questions will be answered and if you have any personal questions, please contact the unit manager.

We are still learning to navigate in post-COVID environment and planning, thank you for your patience with us.

*Give thanks to the Lord, for he is good;
His love endures forever.
~ 1 Chronicles 16:34*

With gratitude,
Kathy Tam
Chief Executive Officer