

## Family update #204

June 16, 2023

Dear family and friends,

### COVID Update

I am very grateful that residents who were affected by COVID-19 have recovered. The COVID outbreak on the second floor of Greenview Supportive Living was lifted yesterday. Families and visitors are welcome to the unit. My sincere thanks for the hard work of staff and the support from family members.

### Continuous masking no longer required

Yesterday, Alberta Health Services (AHS) announced that continuous masking will not be required effective June 19, 2023. This applies to Wing Kei as a contracted continuing care provider. This means beginning June 19, 2023 anyone who enters Wing Kei, including visitors, staff, physicians, volunteers, and contractors—does not have to wear a mask. For more information, please see the [news announcement](#).

Please stay home when you are not feeling well—no matter how mild your symptoms are—and continue to practice good hand hygiene. This will help ensure residents, staff, families, and visitors remain safe and healthy.

### Feedback please! Wing Kei Village Phase 1

We are very excited to share that we received a commitment letter from Alberta Health Services to provide operational funding for 133 long term care beds and 16 hospice care beds for the first phase of Wing Kei Village. We look forward to its completion by the end of 2025 and to welcoming more residents to our growing family.

**We want to hear your ideas and feedback as we review the design for the resident rooms to ensure it is both functional and attractive. From June 19 afternoon until June 25, a 1:1 scale floor plan layout will be placed in the Crescent Heights and Greenview chapels. Please visit the chapel, experience the layout and share your thoughts. The layout will be available from 9 am to 5.30 pm on weekdays and 9 am to 3.30 pm on weekends.**

The commitment letter from AHS confirms operational funding that will come into effect once the building is complete. We are continuing to raise funds to build the actual building. Funds raised through the Walk for Wing Kei are being directed to this initiative. We welcome individual donations. More information on our fundraising campaign will be available on our website in the coming weeks.

### Post COVID Planning and Implementation

#### Private room booking for visitation

Visits by family and friends are the most enjoyable moments for residents. We strongly encourage you to visit whenever possible. When you are visiting your loved one in their room, please limit the number of visitors to four to allow 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.

Should you require a private room for a larger gathering (maximum eight people), please speak with the receptionist or fill out an [online booking form](#) at least five business days in advance. The room will be reserved on a first-come-first-served basis. Please click [here](#) to access the booking instructions and the form.

### **Access Cards**

The re-implementation of access cards is well underway. In only a few days we have received hundreds of applications. We are working through these as quickly as we can. Thank you in advance for your patience.

Please be reminded that **it is mandatory to use the access card to enter Wing Kei facilities starting June 30, 2023**. Please keep the cards safe. Should you misplace your access card, notify us immediately.

### **Removal of plexiglass in Crescent Heights dining rooms**

We are very happy to see that more residents are talking with each other while dining since the removal of all plexiglass in the Crescent Heights dining rooms. The change is welcome by residents and staff. The plexiglass at Greenview will also be removed very soon.

Thank you for your ongoing support. Have a nice weekend!

*Rejoice always, pray continually, give thanks in all circumstances;  
for this is God's will for you in Christ Jesus.*

*~ 1 Thessalonians 5:16-18*

With gratitude,  
Kathy Tam  
Chief Executive Officer