

Family update #244

July 24, 2024

Dear family and friends,

COVID Outbreak Update

We are thankful that there have been no new cases these few days. The number of affected residents on the second floor of Greenview Supportive Living remains at three. The tentative lift date is August 3. We are monitoring the condition of all residents closely.

We encourage visitation to the second floor by essential visitors only who provide support during meal times (feeding) and emotional support for the residents. **Continuous masking on resident units is mandatory**, and good hand hygiene is most important to prevent the spread of the virus.

We also ask that you **refrain from calling the unit unless urgent**. Our team completes resident assessments daily. Should there be any change in your loved one's condition, we will contact the designated family member as soon as possible.

Partial Code Grey in effect

Our teams have been working hard to protect our residents and keep them as comfortable as possible despite the poor air quality from the wildfire in Alberta.

As of this morning, Environment Canada is reporting Air Quality Health Index values of 9 in Calgary, which is considered "high risk". For the safety of our residents and everyone in the facilities, partial Code Grey has been announced and the following protective measures have been implemented in our facilities:

- Single entry for staff and visitors and please only use the main entrance
- All windows are closed
- High-efficiency particulate air (HEPA) filter system has been deployed
- All outdoor activities are restricted
- Signage posted and announcements made in the facilities
- Families are advised to keep their loved ones to stay indoors until the air quality has improved

Please be assured that safety is our top priority. We will closely monitor the situation and implement necessary actions and provide information for the Wing Kei community as required. Thank you in advance for your support and cooperation.

Prolonged hot weather

We have been experiencing prolonged hot weather in the past few weeks. To keep our residents comfortable, air conditioning has been adjusted to a lower temperature and fans have been mounted on the wall in some resident rooms. We will try to accommodate the needs of the residents as much as possible. If there is any question, please do not hesitate to email

selinacheng@wingkei.org.

Thank you very much for your ongoing support!

*Humble yourselves, therefore, under God's mighty hand, that he may lift you up in due time.
Cast all your anxiety on him because he cares for you.
~ 1 Peter 5:6-7*

With gratitude,
Kathy Tam
Chief Executive Officer