

Family update #6

March 27, 2020

Dear families and friends,

Over the last several days, we have received many emails from you voicing your appreciation for the Wing Kei team. These notes of encouragement are wonderful. They are so meaningful and inspiring for the whole team. Thank you, thank you. Please continue to send along your good wishes and words.

As I mentioned in our last communication to you, there are new public health requirements as of this week that we are abiding by:

- **Cleaning**—we meet these new standards in cleaning high touch surfaces with stronger products; we are grateful to our housekeeping team who has been diligent in keeping our centres sanitized
- **Social distancing**—our recreation activities now involve five people or less (thanks to the recreation team for their continued creativity in engaging residents in activities) and we have added more tables in the dining area so residents are sitting further apart during mealtimes
- **Screening of health care workers**—staff are screened when they arrive at work to ensure they are healthy; this screening involves a temperature check and responding to a set of questions. In addition, Alberta Health Services has issued a new tool specifically for health care workers who have symptoms that we will access if the need arises

We have had some questions regarding the use of masks. At this time, Alberta Health Services has indicated that masks are not necessary for either staff or residents. Masks are only useful if the person wearing it has symptoms or if a person is caring for someone with symptoms. Please know that we are adhering to all the guidelines and recommendations set out by Alberta Health Services and make changes as quickly as possible once they are announced. At the moment, there isn't evidence that points to the effectiveness of masks alone. You may find it useful to watch this short video created by the World Health Organization about the use of masks: https://youtu.be/Ded_AxFfJoQ.

Our clinical and senior leadership teams each have daily meetings to review new pandemic information released

thank you

*you continue to stand with us
as we care for your loved ones*

Excerpts from some of the letters
we have received from families:

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Thank you so much. My wife and I
don't know how to thank you
for all your hard work and care.

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Please pass on our gratitude to all
of your staff... thank you for
your great leadership...

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We understand that with the
country in a pandemic situation,
it is currently a challenging and difficult
environment and we appreciate
Wing Kei's efforts, focus, and
commitment to protecting the safety
and health of our residents and staff.

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by the province, update each other, and talk through any concerns. We are also doing emergency preparedness planning so that we are ready for all possibilities. COVID-19 is a serious pandemic and we must be prepared. More than twenty seniors homes in the country have a diagnosed case including two in the Calgary area. We are taking all necessary precautions as recommended by Alberta Health Services. **We are using our very best judgement—based on our experience, expertise, and love for our residents—to make decisions to keep your loved ones healthy and safe.**

I am grateful that our residents are doing very well and that the Zoom visits between residents and families have begun. Please continue to offer us patience as we better learn the technology, schedule your visits through Zoom, and ensure staff are available to help you connect with your loved one.

Thank you again for your words of kindness and encouragement. Please continue to take care of yourselves. Family updates are posted on our website for your reference (wingkei.org).

Kathy Tam
Chief Executive Officer