

WING KEI

Family update #7

April 11, 2020

Dear family and friends,

We have seen the pandemic continue to evolve in the last several days. We are learning more each day and are adapting based on that information. Your loved ones are all doing well. They too are adapting to the changes and are continuing to enjoy many moments.

Thank you for your continued support. It makes such a difference to know you are with us every step of the way.

Currently, we do not have any staff or residents who have been tested positive for COVID-19.

We have a number of updates to share:

Single site and single employer

- We introduced and implemented a policy for staff to work only for Wing Kei and at only one of our centres for the duration of the pandemic
- All staff who now work at Wing Kei have committed to us and do not work with any other employers
- Working with one centre only will minimize risk of spread between care centres
- We are grateful that our staff have been supportive of this new policy and are complying with it

Use of masks

- Since the beginning of this week, staff are now wearing reusable masks on the units
- While these are not N95 surgical masks; they do help to contain droplets in staff and resident interactions
- All staff now conduct a Point of Care Risk Assessment (PCRA) to determine whether additional personal protective equipment (PPE) is required before interacting with a resident; we must be careful and diligent in our use of supplies
- We have conducted short training sessions with staff on proper use and care of the masks and have also posted an education video on our intranet



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Virtual visits

- We are very pleased that so many families are connecting with their loved ones by Zoom and phone—it is so important for your family's wellness to visit and catch up as you normally would
- At this time, we are able to coordinate one virtual visit per week
- Should you like to connect with your loved one more frequently, please consider obtaining a personal phone or tablet for your loved one so you can enjoy visiting as often as possible
- Talk to your Care Coordinator if you'd like to explore this option
- Should you go ahead with this option, please note that we ask that you do not call the unit to request help for your loved one to use the electronic device as staff are busy caring for our seniors; please send an email (admin@wingkei.org) or leave a message with the front desk
- We are working on obtaining more assistance on the unit so we can better support increasing the number of virtual visits each week; please be patient as we are doing the very best we can
- A gentle reminder that an electronic device is considered a personal item and residents are responsible for safekeeping; this is important to consider before you decide to bring in a phone or tablet for your loved one



Outbreak protocols

- Late last week, the Chief Medical Officer of Health issued an order outlining three levels of outbreak in continuing care centres: suspected, probable, and confirmed
- Suspected outbreak is when one staff or resident displays one COVID-19 symptom; in this instance we must notify staff
- Probable outbreak is when two or more individuals who are linked display at least one COVID-19 symptom; in this instance we must notify you, residents, and staff
- Confirmed outbreak is when one individual is confirmed to have COVID-19; in this instance we must notify you, residents, and staff
- These levels of outbreaks are meant to support early detection and reduce spread

Emergency preparedness

- Our leadership team has been talking through all the different areas we must consider for staff and resident health and safety; we must be prepared
- We are looking at several areas including communication, human resources, infection prevention and control, governance, equipment and supplies, and finances

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New admissions

- Alberta Health Services (AHS) is doing their best to create space in hospitals for those who need acute care
- We may be asked to receive admissions and will need to respond quickly
- New admissions are people who require continuing care or supportive living; new admissions will not have symptoms of COVID-19
- We are a partner in the health system and must do everything we can to support AHS
- Please be assured that we will make decisions to keep residents and staff healthy and safe
- We are creating two single isolation rooms for new admissions
- All new admissions will be swabbed for COVID-19 and remain in isolation until results are received

Family Council meeting

- We were pleased to bring the Family Council together last week via Zoom
- We talked through the efforts we are taking to keep residents safe and content, including sharing the types of activities residents are engaged in
- We shared with staff how tremendously appreciative families are of their work and commitment
- You are welcome to attend the next Family Council meeting on Wednesday, April 15; please email admin@wingkei.org for meeting details

Change in reception hours

- We are doing what we can to ensure staff are deployed as best as possible
- Given that we do not have visitors coming to the centre, we are adjusting reception hours
- Effective Monday, April 13, reception will be available from 8 am to 4 pm from Monday to Saturday only; please plan to bring care packages for your loved one during reception hours

We are so grateful to our wonderful Wing Kei team. I have been spending time talking with staff and what I hear is a sense of calmness and determination. It is a difficult time and our team are rising to the challenge, bringing love, humour, and good cheer to work each and every day.

Recently we had “bun day” where we gave a sweet bun to each staff member as a token of our appreciation and to remind them of the sweetness they bring to Wing Kei. And earlier this week we held a virtual staff forum to inform and inspire the team. We must make sure they are taking very good care of themselves—physically and mentally—so they can continue to serve with the dedication and compassion they have always shown.

Thank you again for your support. We pray for all your health and wellbeing. Please pray for God to protect us. Family updates are posted on our website for your reference (wingkei.org).

Kathy Tam
Chief Executive Officer

The last word: inspiration from our residents

We asked residents to share what they are experiencing right now. Here is some of what we heard.

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We are blessed with warm care at Wing Kei. We have happy and healthy lives that lead to victory.

Quan, Quyen, Greenview

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I am a bit worried about COVID-19, but I pray every night.

Tsang, Koi Yin, Greenview

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Wishing everyone peace and we all hope that it will be over soon.

Pang, Chan Tsun, Greenview