

▲ **Evening leadership roles. Mentorship. Proactive family phone calls.** How Wing Kei Care Centre, in Calgary Alberta, is enhancing experiences in long-term care.

▲ **MEET WING KEI CARE CENTRE**

WING KEI has **145 long-term care beds**, is classified as a voluntary not-for-profit operator. Of **41 facilities** in the Calgary Zone, Wing Kei was ranked **9th**, in the Health Quality Council of Alberta’s (HQCA) 2017 Long-term Care Family Experience Survey. They showed significant improvements in the ‘Kindness and Respect’, and ‘Providing Information and Family Involvement’ Dimensions of Care, as compared to the 2014-15 survey results.

In the 2017 survey, family members of residents at Wing Kei Care Centre reported better experiences across five areas of care and services compared to other facilities in the Calgary Zone, and across Alberta. Although they received a lower score than others in Calgary Zone and Alberta for one area, ‘Providing Information & Encouraging Family involvement’, their 2017 score was significantly higher than their score in the 2014-15 survey.

