

2020 Report to the Community

A Journey of Perseverance

Our Vision

To preserve and improve the quality of life for seniors with Christian love.

Our Mission

To provide extended care services and facilities to meet the physical, spiritual, social, and emotional needs of seniors in a Christian environment.

Our Values

Fairness

We are generous with each other; we are candid in our decisions; everyone in our Wing Kei family is treated equitably

Integrity

We trust each other to do what is right; we live our mission in our words and actions

Respect

We seek out, listen, and value each other's diverse ideas and opinions

Service

We are compassionate with each other; we serve everyone

Teamwork

We are accountable to one another; we work as an integrated team for the greater good

Let us always remember



Since the official declaration on March 15 a state of emergency and lockdowns by the Mayor of Calgary because of COVID-19, this coronavirus hits

hardest among long term care residents causing many deaths. Wing Kei is no exception that we suffered from the loss of 8 seniors over a period of 5 weeks in November and we are deeply saddened by the passing of our loved ones.

For this reason, we want to dedicate the 2020 Annual Report to remember the battle against COVID-19, an experience we prefer not to go through, but having gone through the trauma, we felt we need to report the pandemic and its impact on us so that the future generation of Wing Kei can remember and learn from us.

As the Board Chair, I took effort to remain alert and mindful of our staff and seniors during the COVID-19 period. I stayed abreast with the management team through virtual meetings and occasional site visits. There are a few things I would like to share with you how we manage this battle against COVID-19:

Being early in the adoption of good practices: A proactive approach in the implementation of appropriate practices such as the formation of COVID-19 Special Committee to identify and adopt procedures and standards such as washing hands, wearing masks, single work site restriction, physical distancing and personal protective equipment. The Board also devotes 30 minutes of prayer before our monthly meeting to pray for our teams and residents. We

know our Lord is faithful but the question is if we are trustful. Prayer helps to draw us close to God.

Unity from the Board to the front line staff helps us to identify enemy and stay focused in the execution of strategy. Our seniors in residence have always been under good care and they have not ventured outside since the lockdown. Any infection has to come from carriers either from visitors or staff members. We did contact tracing in order to do isolation procedures but we never pointed our fingers or blame anyone. Blaming others for misses can only divide us and disintegrate our strategy in the battle. The virus is our common enemy and we stand focused in the fight.

Our staff are disciplined in carrying out the day to day procedures against the coronavirus and our residents are resilience in following the directives of isolation during the lockdown. When the second wave of COVID-19 hit us in the fall and over a 5-weeks period in October/ November, we lost 8 seniors under our watch and they were all on one floor. I was very concerned how our staff reacted to the death of so many residents in so short a time since we have been able to hold up our fort well in the past 8 months. To my surprise and relief, I did not notice any letdown or despair among our front line staff and managers. Our staffs just continue to keep their heads down in doing what they were trained to do and managers keep on mapping out strategies in procedures and staff deployment.

Vincent Leung
Board Chair

Ever-present hope



In 2019, the theme for our annual report to the community was “Nothing is Impossible If We Put Our Trust in God.” Little did we know that our 2020 chapter would be to trust God in our pain and sorrow.

It is said that crisis shows the true character of an organization. I am proud that the character of Wing Kei has proven to be generous and kind, dedicated and loving, collaborative and honest. From the moment the pandemic was declared, our leadership team made the unequivocal decision that all of our actions and decisions, from that moment through to whenever the pandemic is over, will be made with love, not fear. Time and again, as we were faced with difficult choices and uncertainty, we returned to this commitment and remained true to our promise.

I am awed and proud of our team who, from the outset, responded to the pandemic and the devastating outbreak we experienced, with dedication, loyalty, and an immeasurable sense of togetherness. Our team modeled courage in their service, taking Christ's lead as a healing presence. Before the pandemic was even officially declared our board had already set up a special committee that met daily to fight the COVID war. Spirits were high and faith was strong as we learned from the experiences of our colleagues across

the country and around the globe, adapting quickly and easily to new public health orders, and always preparing for the worst.

When the worst did come, we carried on with perseverance and broken hearts, grateful for all the families whose loved ones live at Wing Kei and who we knew were journeying with us, trusting us to make the best decisions with the best information available to us. Their trust bolstered us every day, and especially on those days when the reality of outbreak and transmission laid bare.

One day, I unexpectedly received a request from a local Calgary media outlet to speak of our experiences with the pandemic and the outbreak. I worried. How could I tell them about the residents who had passed? The number of staff who had become infected? I prayed with our Board Chair Vincent Leung, and Vice Chair Clara Tsang. And we found the courage to share the story of our people and our organization, of the love we have for residents and each other, and of our deep desire to serve with kindness and compassion, in darkness and in light. Wing Kei means to glorify God; God is our ever present source of light.

I invite you to walk with us through this year of illumination and perseverance; read the stories of worry and love that represent the experiences of so many.

Kathy Tam
Chief Executive Officer

*God is our refuge and strength, an ever-present help in trouble.
Therefore we will not fear, though the earth give way
and the mountains fall into the heart of the sea.*

Psalm 46:1-2 NIV

A proactive pandemic response: our first 30 days

The strength and courage of our Wing Kei family—residents, families, staff, leaders, and board—was expressed early on in the pandemic. In many instances, we discussed and implemented protocols before they were announced as public health orders. Our proactive approach allowed us to deliberate and prepare, making informed decisions with the best information available to us. These early days were marked with a passionate tenacity and desire to protect and serve our Wing Kei family. We are grateful for the guidance and partnership of the Chief Medical Officer of Health, the provincial government, and Alberta Health Services.

March 4

- Wing Kei Board of Directors initiates 14 day self-isolation for all Board members, Committee Members, Trustees and senior management returning to Canada after travelling abroad.

- Adequate supply chain of personal protective garments and equipment
- Physical distancing and isolation
- Staff readiness and mental health support

March 11

- World Health Organization (WHO) declares COVID-19 a global pandemic.

March 15

- Wing Kei announces the lockdown of its facilities to all visitors, including family members.
- The Mayor of the City of Calgary declares a local state of emergency with lockdowns.

March 12

- Wing Kei issues directives to staff to guide our COVID-19 response.
- Wing Kei initiates regular COVID-19 communication to families and staff.
- Wing Kei Board conducts its monthly meeting through video conference and suspends committee meetings.

March 16

- Wing Kei issues its first letter to staff on COVID-19.
- Wing Kei suspends the Adult Day Program and staff are re-deployed to care units.

March 13

- Wing Kei establishes a three-member Special Committee led by Kathy Tam, CEO, Dr. Michael Mah, Medical Director and Professor Philip Chang, Board Member with the mandate to develop procedures to prevent the spread of COVID-19 based on directives from Alberta Health Services, global trends, and industry best practices.
- The Special Committee meets daily through teleconference to discuss directives from Alberta Health Services and emerging pandemic issues and to set up best practices to fight the pandemic including ensuring:
 - A single point of entry and screening staff, including an on-site temperature check
 - Staff work at only one site
 - Staff wear masks while caring for residents

March 17

- The Government of Alberta declares a state of public health emergency that restricts public gatherings of no more than 50 people and enforces physical distancing as well as other measures to curtail the spread of COVID-19.

March 20

- Wing Kei cancels our annual Walkathon, an annual fundraising event scheduled for June 20.

April 7

- Premier Jason Kenny appeals to Albertans to remain vigilant against the spread of COVID-19 by complying with physical distance and work from home practice.

PORTRAITS OF WING KEI

On March 11, 2020, the World Health Organization declared COVID-19—a respiratory infectious disease caused by the newly discovered coronavirus—a global pandemic. With that began a year made up of hundreds of moments that have been sealed in our personal and collective memories, each one teaching us something about who we are and what is important to us. Opposing words like fear and courage, fatigue and renewal, despair and hope dominated our perspectives, often changing from one moment to the next in a confusing array of emotions and experiences. Through the long days that turned into a blur of weeks and months, Wing Kei made two promises: make every decision based on love and offer moments of joy each day. The following stories are a testament to these two promises.

Let perseverance finish its work
so that you may be mature and complete,
not lacking anything.

James 1:4 NIV



Donna Wong
Daughter of Wai Bing Au

Moments of perspective

I lost my beloved mom, Wai Bing Au, in 2020 due to COVID-19. The nightmare began when we were told there was an outbreak on the fifth floor at Wing Kei Crescent Heights. A few days later, my mom's test came back positive. I was devastated but I had hope as I knew the Wing Kei team and my family will fight this battle together with mom. I informed my brother in the United Kingdom and my sister in Hong Kong. They wanted to see mom immediately. I called Allissa, the manager of the fifth floor, and she and her team managed to arrange a virtual meeting within 30 minutes. Now I know that was the last time mom was able to smile, sit up and wave at all her children.

As her situation worsened, Jingling, the Registered Nurse who cared for our mother, reported to my sister every night. The Occupational Therapist, Emily, spent almost an hour trying to feed my mom one spoonful of food every day. My family took turns calling mom at every meal to encourage her to eat.

Dr. Rene Ho kept us regularly informed of her condition. Evelyn, the therapeutics manager, suggested we drop off home cooked food. Everyone tried everything to help mom. As I told Evelyn, if mom wouldn't eat Wing Kei's good food, she probably wouldn't eat mine either! I delivered her favorite restaurant's dim sum instead.

At the very last moment, Sunny Kim, the Licensed Practical Nurse who my mom often referred to as her fourth daughter (mom has three daughters), held her hands with a couple of other staff members. Mom passed away peacefully at her home. Wing Kei was her home. It meant a great deal for me to know she didn't go lonely. She was very well cared for until the very end of her life journey.

I am still emotional as I write this story. I am so grateful for the passionate care from the whole Wing Kei team. In the glory of God, wishing you exceptional strength! God bless us all!



Gordon Lam
Food Services
Team Lead

Moments of nourishment

I remember clearly the day in November when our dietitian came into the kitchen and told us that several residents tested positive for COVID. I was shocked and concerned, worrying that COVID was spreading and affecting our seniors. I had seen on TV how quickly COVID spread to seniors homes in Ontario and I did not want that to happen at WIng Kei.

When the dietitian told us that some of the residents who had tested positive were not eating, I thought about everything I know about food and tried so many different recipes to help residents to eat. We made special nutritious smoothies and soups, honey lemon drinks, special egg dishes, dim sum. Everything we could think of that seniors might enjoy. It was encouraging when the nurses told us that the food was helping.

One weekend, two of our management team brought in kiwi and lemon so that we could serve fresh fruit and lemon drinks to seniors. Everyone was thinking about our seniors who were in their beds fighting the virus. We all wanted to bring them some joy, some familiar tastes that they would enjoy.

The pandemic has changed all of us. Sometimes I feel helpless. We tried so hard to keep COVID away but the virus is strong and it seeped in. I have my vaccination now. I don't go out anymore. I do this because I care for the seniors who live at Wing Kei. I don't want to accidentally bring the virus into our centres. This is my new normal.

Moments of uncertainty

I never thought there would be an outbreak at Wing Kei. Although the pandemic had been out of control in Canada, I believed that it wouldn't happen here because the management team and staff had done a lot to prevent it, but unfortunately an outbreak did come.

On the first day of the outbreak, I was assigned to work in the affected area. Although I was prepared for it, I was still worried. I was strictly implementing the PPE donning and doffing and hand hygiene procedures to protect myself as much as possible while providing care to residents who had become infected with the virus. Seeing their symptoms getting worse with high fever, coughing, difficulty breathing and loss of appetite ... I realized how terrible this virus really is!

One day, a resident became very ill, and the doctor prescribed medication. But he was so weak, was pocketing medication and coughing. I wasn't sure how helpful the medicine was to

him, but if he didn't take it, I knew there was no chance of him getting better. I saw extreme fear and tears in his eyes. I knew he wanted to live. I held his hand, concealed my fear, kept relaxed and calm, patiently explained and encouraged him. After more than thirty minutes of hard work, he finally took his first dose of medication. I feared afterwards, uncertain about whether I would contract COVID given the close contact I had with him.

About a week later, I began to experience symptoms and tested positive. The first two days I only had a low fever and throat discomfort, then all the symptoms gradually came out. High fever, headache, cough, dizziness, fatigue, joint muscle aches, diarrhea, but luckily no difficulty breathing. Even so, anxiety and fear are still in my brain sometimes. Fortunately, my friends, colleagues, managers and the director called me every day. I never felt lonely. After three weeks of isolation, I returned to work.

Gina Cai
Health Care Aide
Team Lead



Moments of gratitude

One month into COVID, my husband had to move from our shared suite at Greenview supportive living to the Greenview's long term care centre next door. His condition had deteriorated and we could no longer stay together. It is a sad memory for me of a separation that took place during the pandemic. I cried for a week, feeling lost and sad. I was also afraid of COVID and was having trouble adapting to the fact that my children could not come and visit me. I prayed to God for support and strength. I know in my heart that we are fortunate that both my husband and I are at Wing Kei Greenview rather than at home. I cannot imagine if one of us was living at home and one of us at Greenview.

Soon, I began to feel relaxed knowing that he and I are receiving the same excellent care. He is healthy and eats well. I've started to write him letters and I visit him regularly. We meet our children on zoom. We are both enjoying the programs, food, and clean environment. My heart feels calm, especially now that we are both vaccinated.

Just a few months ago, on January 24, 2021, my husband and I celebrated our 75th wedding anniversary. The staff here gave us such a big celebration. It made me even happier that we moved to Wing Kei together. I thank God every day for my family and for Wing Kei.



Mrs. Sau Hing Chan
Greenview Supportive
Living Resident



Godfrey Leung
Facility Engineer
Coordinator


Moments of planning

The year 2020 was definitely a challenging year with COVID-19. As part of the facility team, I was involved with the proactive planning before COVID actually hit us. As the world learned more and more about the virus, it became clear that we would need an isolation area in our centres to care for residents in the event COVID entered into Wing Kei.

There were so many details to think about: which area of the building would work best to move residents quickly and create an efficient route for staff to get into the isolation unit? What ventilation system would be required? How could we ensure residents could be as comfortable as possible? What did staff need to function effectively? How strong was the internet in that part of the building? Where would PPE be stored on the isolation unit? We talked with our colleagues in nursing, therapeutics,

housekeeping, food services, and maintenance to answer these questions. Once we had as much information as possible, we followed up and facilitated the planning into action. This included working closely with the contractor to negotiate getting the renovation ready within a short period of time once we needed it.

I am grateful that when Wing Kei received our first confirmed case of COVID-19 and the outbreak was declared, we were able to implement our planning quickly and effectively. From the renovation, set up, moving, and all kinds of logistics, we were able to prevent the spread of the virus into other parts within the building. Every time there was an outbreak, we learned something new, and continued to find ways to improve our approach to support the quality of life of residents and improve the staff's experience and work space.



Dr. Rene Ho
Physician

Moments of unity

When I was first informed of an outbreak on the fifth floor of Wing Kei Crescent Heights, I was anxious and fearful about how many staff and residents would become infected and whether the outbreak could be contained. I found out that three of my residents had contracted COVID-19. My heart sank, as I knew that they were at risk of becoming very ill and I cared for them deeply. I prayed fervently for God's hand and protection over them. Unfortunately, the virus is vicious and shows no mercy, and my patients continued to get sicker.

When it was time to visit my patients on the COVID unit, I was nervous and scared as I went up. I was unsure what the atmosphere would be like, how the staff were coping, and the physical and mental wellbeing of my patients. When I arrived on the unit, what struck me was that I was immediately greeted by the managers and

nurses with a warm and friendly smile which conveyed their calmness and joy. There was a sense of unity and perseverance amongst the Wing Kei staff. When I went to visit my COVID positive patients, I was relieved that the staff were present to help me with my PPE. When I saw my first patient, I was shocked at how much she had deteriorated since the last time I visited her. She was clearly nearing the end of her life. Yet, she still fought and struggled with every ounce of her spirit to persevere. Sadly, she passed away the next day.

The pandemic showed me the resilience of seniors, the dedication of Wing Kei staff, the unity of the Wing Kei team during challenging times, and most importantly, God's grace and goodness in times of suffering. This battle with COVID is far from over, but the Wing Kei team will continue this fight with Christ's joy and love.

Moments of endurance

We made the decision to lock down our centres to protect residents on a Sunday evening in mid-March 2020. It was implemented the next day. We worked non-stop in the days following working through scenarios and implementing public health protocols. I felt great that our emergency plans were in place.

I felt relief when the first wave was dying down and Wing Kei had remained free of outbreaks. I was devastated by the experience of residents and colleagues across the country who were in despair as the virus tore through their centres.

With the second wave on its way, we spent a Friday afternoon going through another mock outbreak scenario not knowing that, by Sunday morning, I would receive the dreaded phone call that a staff member had tested positive for COVID. An outbreak was declared at Wing Kei Greenview. Monday came and another phone call that a staff member from Crescent Heights had also tested positive. Despite this news, I felt quite comfortable as we had contingency plans ready.

However, there were more unexpected challenges. The virus had spread to residents and other staff. Anxiety rose. Staffing became tight as people isolated.

Monitoring the progress of residents and staffing hour by hour was tough. We received permission from Alberta Health to transfer staff from Greenview Long Term Care and Supportive Living to support the higher man-power needs of the outbreak. The Words of God gave me inner strength and the prayers of the board kept me going. Through the moments of intense conversation; our whole team embraced the challenges and endured.

The spread of the virus was under control in two weeks. Lots of heart-wrenching moments and saying goodbye to our dear residents who passed. I was grateful for residents that came through and that all the staff recovered.

Moments of valuable experience and learning. We are better prepared but hope we never need to use the learnings.

A portrait of Jane Tse, a woman with short dark hair and glasses, smiling. She is wearing a dark blue patterned jacket over a dark top. The background is a blurred outdoor setting with a building and some greenery.

Jane Tse
Director of Care

Moments of courage

The greatest challenge I faced during the pandemic occurred at the beginning of the outbreak that swept through the fifth floor of Crescent Heights. The challenge was this: how do I instill courage in others when I don't quite feel it myself?

When the outbreak was declared, I was talking to staff individually and calling all the casual staff, trying to get a sense of who could and had willingness to be deployed to the fifth floor. I felt panicked because I knew that more help was needed. I tied my hair back and made my way up to the fifth floor. When I got there, I could see the same fear in the eyes of my colleagues that I felt in my heart, but somehow I felt more courageous just seeing them.

In the following few days, I began to have more confidence calling existing staff and potential new staff saying "Please come up to fifth floor to help. We have PPE to protect you. You and I will be there together and work through it together." What relief I felt, to hear the voice on the other side say "Okay, I will be there." There is reassurance when going through challenging situations together. I heard another colleague say "life impacts life" and how true it is! Sometimes we need to see the courage in others before we see it in ourselves.

In the weeks to follow, together we would pray for courage, for the stop of the virus spread and healing for those affected. Together, we would mourn the loss of beloved residents. Together, we would finally have hope.



Evelyn Ma
Clinical Manager

2020

a proactive and measured response to the pandemic

Special committee

Our rigorous and proactive approach to the pandemic included establishing a special pandemic committee that met daily to pray and search for ways to mitigate the spread of COVID-19. Our focus was on saving lives, learning from what other organizations and countries had done, and discussing what concrete actions we could take at Wing Kei.

These daily discussions were a source of strength and prompted robust planning, quick response, and effective decision-making.



Daily huddles

The leadership team met at least once a day and each leader, in turn, met with their direct reports daily. **This resulted in effective and smooth communication, seamless planning and coordination, and a strong sense of collaboration.**

Public health protocols

In many instances, Wing Kei implemented protocols before they were announced as public health directives including restricting visitation of family and friends who had travelled abroad, implementing single site employment, wearing PPE, enhancing cleaning and sanitizing, and more. **Our team has been diligent in following all public health orders, adapting to them quickly and effectively.**

Informed families



60 updates & 10 virtual Town Hall meetings between March and December kept families up-to-date.



Mental health and wellbeing

The constant adaptation to new public health protocols, the long term uncertainty, and the worry of acquiring or transmitting the virus weighed heavily on our dedicated team. We worked hard to provide mental health supports including topical virtual group meetings, employee and family assistance program with access to resources and counsellors, videos and other resources on our intranet, regular check ins with managers, and a pulsecheck survey.

To support the wellbeing of residents, we maintained their quality of life through creative recreational programs, pastoral support, virtual and window visits with loved

ones, window performances by singers and children, an outdoor parade, and more. **We had committed to bringing moments of joy to all our residents each day and thanks to the collaborative and innovative efforts of our team, we were able to do just that.**

Families stood with us through every step of the pandemic. We did all we could to keep them connected to their loved ones and to Wing Kei by encouraging drop offs of love packages, arranging virtual visits and celebrations, and coordinating short videos with greetings to show residents.



Audits by Alberta Health Services and Alberta Health on public health, quality of care, infection prevention and control, and accommodation standards provided us positive feedback and affirmation that we were meeting all orders issued by the Chief Medical Officer of Health.



happy staff

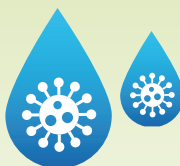
Our pulse check survey indicated 92% of staff are happy to come to work on most days.



helped residents and families stay connected



Touched by COVID



Residents were affected in one of the four COVID outbreaks we experienced in 2020. In total 13 staff and 14 residents tested positive. We are heartbroken that eight residents died from COVID.

Events cancelled yet spirits strong

While the 2020 Annual Wing Kei Walkathon and the Charity Golf event were cancelled due to the pandemic, staff kept the spirit alive by wearing their Walkathon t-shirts throughout June.



Visits by dignitaries and elected representatives

Kathleen Ganley, MLA visited Wing Kei Crescent Heights on January 27, 2020

Madam Lu Xu, Consul General of the People's Republic of China and her team visited Wing Kei Greenview on February 5, 2020 and offered a generous donation of \$2,500

The Honourable Josephine Pon, Minister of Seniors and Housing visited Wing Kei Greenview on February 21, 2020

Wing Kei hosted the **Honourable Tyler Shandro**, Minister of Health and **Leah Lechelt**, Executive Director of the Christian Health Association of Alberta on May 29, 2020. Wing Kei Crescent Heights was used as the background for a video regarding the additional \$170 million dollars in funding the provincial government earmarked for the continuing care and supportive living programs during the pandemic

The **Honourable Josephine Pon**, Minister of Seniors and Housing, brought cheer to residents outside of Wing Kei Greenview with a special parade by the Calgary Fire Department on June 5, 2020 to celebrate Seniors' Week

Family member, Gary Mar, nominated Wing Kei for the Minister's Seniors' Service Award



Welcome to our new Wing Kei Board members



Rene Ho
Director

Dr Rene Ho joined the Wing Kei Board in 2020 sensing a calling from God to serve Wing Kei in a greater capacity.

A family physician who served residents at Wing Kei since 2014, Rene has seen first hand the difference the organization makes in the lives of the residents. "I wanted to be more involved in the planning, direction, and vision of Wing Kei after observing the passion and dedication of the team and the organization's commitment to continually grow to serve the Calgary community," she says.

Rene brings a unique perspective to Wing Kei given that she interacts closely with residents. She believes bringing their voices, along with her experience working as a physician in the community, will offer even greater context to Board conversations and decisions. She is excited to work with board members from different backgrounds and experiences towards the same purpose of serving God through Wing Kei.

Rene succeeded Philip Chang after the Annual General Meeting in July 2020 as board appointed representative of the COVID-19 Special Committee.



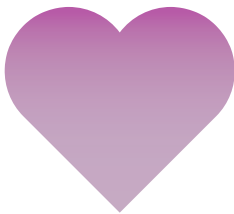
Marina To
Director

Many years ago, Marina To's father passed away at a Calgary long term care centre before he was able to

experience the pleasure of living at Wing Kei. "This was in the early days of Wing Kei's operations and the waiting list was very long. He used to ask me all the time if a spot had opened at Wing Kei," says Marina. She notes that he would have enjoyed the comfort of the food and language he was familiar with.

Her recognition that Wing Kei serves an unmet need in the Calgary community and her commitment to glorify God by serving people with humility prompted her to join the board. An accountant by trade, Marina spent many years working with large corporations implementing enterprise resource processes and systems to increase effectiveness and efficiency.

Her love of Wing Kei and knowledge of financial systems and processes will serve Wing Kei well in the years to come. "Continuously improving our financial stewardship is one of my goals," she says. "The underlying fulfilment and wonder of being involved is witnessing God's hand in the work of Wing Kei. That is truly amazing."



Ready to **HELP**

61 general helpers were hired to enhance cleaning and sanitization, offer companionship to residents, and facilitate window visits for residents and their loved ones.



On the Air

We reached the community through radio interviews on FM 94.7 on a variety of topics including: seniors care, mental health, Wing Kei Montessori School, & Wing Kei Village.

The generosity of community

We received many contributions from family members and friends of residents:

\$10,000 for two garden benches
for Wing Kei Greenview residents

\$3,000 along with a note
of appreciation and encouragement

**\$4,000 for personal protective
equipment (PPE)** for Wing Kei staff

300 masks for Wing Kei staff

The Honourable Josephine Pon, Minister of Seniors and Housing and Gary Mar received a donation on behalf of Wing Kei from Winnie Chan, President of Taste of Asia, who donated **3,000 masks to residents and staff and \$2,000 worth of gift certificates for staff**

iPads and other electronics
for residents' use

Helping residents visit Southeast Asia – virtually

Our summer coop students from the University of Waterloo and Mount Royal University worked remotely to develop a virtual tour of several countries for residents to enjoy. Tours included videos, photos, history, statistics, and more.



On July 1, we officially took
over the Centre Street Church
West Campus building.

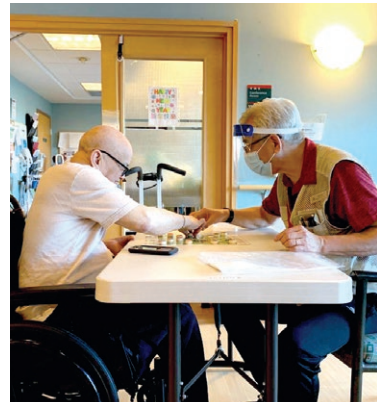


Our very own hero

Evelyn Ma, Clinical Manager, was awarded Hero of the Year by the Alberta Continuing Care Association in November 2020 for her unwavering commitment to residents, her innovative use of technology, and her ability to cultivate community.

Evelyn at her core is humble, gracious, and kind. She uplifts the people around her to be generous of their gifts and talents. She faces challenges head on, thinking creatively and inspiring others towards a shared purpose. Her fulfilment at work comes from interacting with residents, giving them moments in their days that become subconscious touchstones, reminding them they are infinitely loved and cherished.

Finding joy amidst the



challenges of 2020



Recognizing 15 years

It seems like yesterday that we welcomed our first two residents on May 18, 2005.

The feeling of gratitude and elation we felt on that beautiful spring day remains strong today. Wing Kei was borne of a deep desire to care for seniors joyfully, offering them the invitation to age with grace, surrounded by sights, sounds, and smells that felt comfortable and the knowledge that they will be cared for faithfully. We are thankful for Bethany Care Society who mentored and journeyed with us in those early days of being a continuing care operator.

From one centre to three; from 89 residents to 320 residents who call Wing Kei home, from a staff complement of 40 to a team of 471. We have thrived with the support of a community who bolsters us with their trust and generosity. The vision of our founders to provide loving, high quality care continues to flourish as many find the safety and comfort they need inside our doors.



Top: Wing Kei's founders and supporters (1996)

Middle: Wing Kei Care Centre (Crescent Heights) opens, with 89 long term care suites (May 2005)

Bottom: Signing of the agreement between Wing Kei and Centre Street Church for the purchase of a three-acre parcel of land for the development of Wing Kei Village (May 2017)

15
YEARS

of building the future



Top left: Greenview Supportive Living opens providing care to 95 residents (October 2014)

Top right: Dr. Verna Yiu, President and CEO of Alberta Health Services makes a presentation on “Resilience” at a Wing Kei community event (June 2018)

Middle left: Greenview Long Term Care opens, welcoming 80 residents to their new home (November 2018)

Middle right (upper): Wing Kei purchases Centre Street Church West Campus for the future development of Wing Kei Village (July 2017)



Middle right (lower): Wing Kei Montessori School opens, the first step in the creation of Wing Kei Village (September 2020)

Bottom: Wing Kei officially takes over Centre Street Church West Campus (July 2020)

Chinese Christian Wing Kei
Nursing Home Association 華人基督教榮基護老會

Summary Statement of Financial Position 財務狀況簡報

As at December 31, 2020 and December 31, 2019 二零二零及二零一九年十二月三十一日

Assets 資產	31-Dec-20	31-Dec-19
Current assets 流動資產	\$ 10,136,379	\$ 8,156,563
Other long-term assets 其他流動資產	430,711	187,209
Tangible capital assets 固定資產	78,304,111	80,841,304
Total assets 總資產	\$ 88,871,201	\$ 89,185,076

Liabilities and Fund Balances 負債及基金結餘

Current liabilities 短期負債	\$ 4,825,526	\$ 4,486,136
Long-term liabilities 長期負債	26,051,265	27,036,236
Other long-term liabilities 其他長期負債	18,855,711	19,703,875
Fund balances 基金結餘	36,507,699	35,647,829
Reserve for capital maintenance expenditures 維修開支儲備資金	2,631,000	2,311,000
Total liabilities and fund balances 總負債及基金結餘	\$ 88,871,201	\$ 89,185,076

Note 註釋

A copy of the complete audited financial statements is available by writing to Marina To, Wing Kei Care Centre, 1212 Centre Street NE, Calgary, AB T2E 2R4. This summarized financial information has been prepared in accordance with criteria developed by management. These criteria require management to ensure the summarized financial information 1) correctly reflects the content of the audited financial statements, 2) contains the necessary information and is at an appropriate level of aggregation, so as not to be misleading to the users of this information, and 3) adequately discloses these criteria.

如欲取得完整的財務報告，請書面聯絡杜李允靜女士 (1212 Centre St. NE, Calgary, AB T2E 2R4)。此財務簡報是根據護老會管理層所定的準則預備。準則要求管理層確保財務簡報 1) 正確反映經審核財務報告的內容, 2) 提供合適及非誤導性的財務信息, 及 3) 適當地公開所定的準則。

Summary Statement of Operations and Changes
in Fund Balances 營運簡報與基金結餘變動簡報

For the years ended December 31, 2020 and December 31, 2019 二零二零及二零一九年十二月三十一日

Revenue 收入	31-Dec-20	31-Dec-19
Government operating grants 政府營運資助	\$ 24,078,513	\$ 20,740,554
Resident fees 住客租金	7,428,116	7,430,858
Donations & fundraising events (net) 募捐及籌款活動 (淨值)	262,579	536,153
Other 其他	1,339,534	841,962
	33,108,742	29,549,527
Expenses 支出		
Salaries and benefits 員工薪金及福利	23,852,689	21,097,427
Supplies and services 供應品及服務費用	2,558,968	2,302,141
Mortgage interest and bank charges 貸款利息及銀行費用	1,073,497	1,113,678
Utilities 水電費用	768,316	685,555
Other 其他	423,237	425,079
Amortization 折舊	3,252,165	1,674,938
	31,928,872	27,298,818
Excess of revenue over expenses 年度盈餘	1,179,870	2,250,709
Fund balance, beginning of year 資金結餘, 年初	37,958,829	35,708,120
Fund balance, end of year 資金結餘, 年末	\$ 39,138,699	\$ 37,958,829

Board of Directors



Vincent Leung
Trustee/Chair



Clara Tsang
Vice Chair



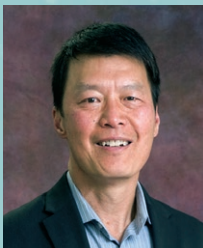
Paul Wong
Secretary



Marina To
Treasurer



John Jung
Trustee



Wesley Chow
Director



Rene Ho
Director



Chiu Chow
Director



Daniel Cheng
Director



Terry Busch
Board Advisor

Leadership Team

Kathy Tam
CEO

Walter Yu
Director of
Business
Development
and Facilities

Jane Tse
Director of Care

Peggy Chan
Director of
Hospitality

William Ma
Manager of
Finance

Lily Fung
Clinical Manager

Jenny Ip
Clinical Manager

Lily Lai
Clinical Manager

Allissa Lau
Clinical Manager

Evelyn Ma
Clinical Manager

Hong Mao
Clinical Manager

Peggy Tan
Clinical Manager



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Crescent Heights**

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**Wing Kei
Greenview**

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**Wing Kei
Village**

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