

WING KEI

Family update #16

September 1, 2020

Dear family and friends,

We continue to remain free of COVID-19 in our centres. Thank you for adhering to all public health protocols when you visit your loved ones. It is taking our collective efforts—families, staff, and residents—to ensure we all remain healthy and safe.

Over 60 family members attended the virtual Family Town Hall last week. We are grateful for your support. We appreciate hearing the stories you are sharing about your experiences with Wing Kei. It is gratifying to know that you and your loved ones are content and satisfied.

Indoor visits

Indoor visitation is going well and we are learning what works best. On average it takes 45 minutes for us to prepare and clean the room for a 25 minute visit. We are building this cleaning time into the schedule to make sure that when you come to visit your loved one, the environment is disinfected and ready for you. Thank you for your patience. We are carefully planning for more indoor visitation, especially as we can already feel the cool wind of autumn in the air. Guidelines to ensure you are prepared for indoor visitation and know what to expect (showing photo identification, screening, continuous masking, hand washing, safe visitation education, physical distancing, etc.) are available on our website at wingkei.org.

[Wing Kei Safe Visitation Process - English](#)
[Wing Kei Safe Visitation Process - Chinese](#)

To make a booking at Crescent Heights, please email chfamilyvisit@wingkei.org. To make a booking at Greenview, please email gvfamilyvisit@wingkei.org.

Back to school

School starting this week brings another aspect to the pandemic that we must consider. In the coming days, children will be greatly increasing the bubble of people they interact with which naturally exposes them to greater risk. Remember that every interaction you and your family have in the 14 days before you visit your loved one also comes into the centre with you. Please continue to be conscious about your interactions at work, within your home, and in the community. We all must remain vigilant and follow all public health



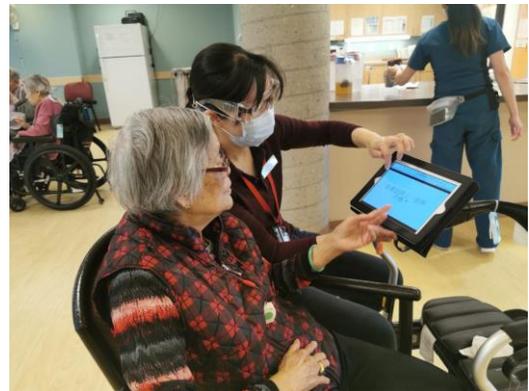
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and safety protocols. Maintain physical distance, wash your hands frequently, and wear a mask as you go about your day—these precautions make a difference.

Food delivery

The schedule for bringing food for your loved one is going well. Please remember food safety standards must be followed and that food must be ready to be eaten. For example, fruit needs to be cut up. If you bring whole fruit we cannot serve it to your loved one. As a reminder:

- Use disposable containers clearly marked and labelled with:
 - Your loved one's room number and full name
 - The name of the food item, date, and time prepared
- Place the disposable container inside a clear, non-leaking plastic bag
- Non-perishable food items must be in the original and unopened package with a clear expiry date
- Bring only a one-time portion
- Deliver food once a week only (see schedule below)
- Bring food that is ready to eat (e.g, peel and cut fruit, etc.)
- Ensure food is not exposed to room temperature for more than one hour, including travel time to the centre—this is to prevent gastrointestinal issues for your loved ones since most foodborne illness bacteria like temperatures between 4°C/40°F and 60°C/140°F which is the range of temperature known as the danger zone
- Refrain from bringing restaurant food (e.g., dim sum), food that is not properly labelled and packaged and food that has been left at room temperature for more than an hour



Food not consumed by your loved one will be discarded by the end of the day. Food is accepted at the following times **only**:

	Wing Kei Crescent Height Between 930 am and 1030 am only	Wing Kei Greenview Between 930 am and 1030 am only
Monday	N/A	Residents living on the Main Floor
Tuesday	Residents living on the 2 nd Floor	Residents living on the 2 nd Floor SL4
Wednesday	Residents living on the 3 rd Floor	Residents living on the 3 rd Floor SL4
Thursday	Residents living on the 4 th Floor	Residents living on the 2 nd Floor LTC
Friday	Residents living on the 5 th Floor	Residents living on the 3 rd Floor LTC

Recreation update

We have been blessed to have two University of Waterloo students who have worked closely with our Recreation team to develop some very interesting computer resources to use during programming. From the comforts of home, residents have traveled to old Hong Kong, Beijing, Taishan, Kaiping, Singapore, South Korea, Vietnam, and Japan. They have enjoyed picturesque sights and lively sounds

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while learning about history, culture, and food. Being cost-conscious Chinese elders, they were very curious about the costs of traveling! Residents also reminisced and exercised their minds with Chinese word games and trivia questions about famous Chinese singers or Canadian history/geography. This month, residents enjoyed the tastes and sights of summer including fresh fruit at our Hawaiian festival, popsicle day, and plucking ripe vegetables from our gardens.

Family Town Hall

Our next Family Town Hall will be held on Wednesday, September 23, 2020. Contact selinacheng@wingkei.org for the Zoom link. Please email us your questions two days before the Town Hall so that we can be sure to respond to them during the meeting.

Thank you for your continued support, patience, and trust. All the best with the beginning of the school year for those families with students in their homes. We are praying for a safe, healthy re-entry for students.

Kathy Tam
Chief Executive Officer

