

Dear families and friends,

As the situation with COVID-19 has intensified with the World Health Organization classifying it as a pandemic, we are taking precautions to ensure the safety, health, and well-being of residents and staff. Responding to the situation will take all of our efforts; we are relying on your support.

The population we serve at Wing Kei is vulnerable and we intend to be vigilant and proactive in our response. We must also recognize this is ever-changing situation and that we may have to make rapid changes to minimize risk of infection at our centres. We will communicate with you regularly so you are aware of what actions we are taking to support your loved one.

## Effective immediately, we ask that you

Access	Visits	Hygiene
Please only come in from the front door and sign in at the reception desk; all other doors will remain locked	<ul style="list-style-type: none"><li>• Visit by family members only</li><li>• Visit only your loved one</li><li>• Avoid gathering in common areas whenever possible</li><li>• Do not visit if you have:<ul style="list-style-type: none"><li>○ Travelled anywhere outside of Canada in the last 14 days</li><li>○ Been in contact with someone who has travelled outside of Canada in the last 14 days</li><li>○ Been in contact with someone who has been ill with flu symptoms</li><li>○ Been experiencing flu symptoms yourself or are feeling unwell</li></ul></li><li>• An option is to use video conferencing to visit with your loved one; Wing Kei can help you with this</li></ul>	<ul style="list-style-type: none"><li>• Hand hygiene: the single most important step in preventing infections. Perform hand hygiene using alcohol-based hand rub or soap and water. Use plain soap and water when hands are visibly soiled.</li><li>• Wash your hands before and after your visit; scrub them thoroughly including the front and back of your hands, in between your fingers, the tops of your fingertips</li></ul>

We are in close and regular contact with Alberta Health Services to keep on top of how the situation is evolving. We are also revising our emergency preparedness plan in case we need to enact it. This includes looking at staffing, education, resources, supplies, and communication.

The most up-to-date information can be found on the Alberta Health Services website at <https://www.albertahealthservices.ca/default.aspx> or the Government of Alberta website at [www.alberta.ca](http://www.alberta.ca)

Please take care of your own health. Wash your hands often and thoroughly. Keep apprised of the situation. Seek out credible sources of information. And call 811 to receive an assessment if you are experiencing flu symptoms.

Thank you for your understanding and cooperation. We recognize it is a hardship for those who may be unable to visit their loved one, and appreciate your commitment to the greater good. As always, we will remind your loved one that they are indeed loved and cared for.

Please call reception at 403-277-7433 (Wing Kei Crescent Heights) or 403-520-0400 (Wing Kei Greenview) with any questions or concerns.

Kathy Tam  
Chief Executive Officer