

Family update #21

October 30, 2020

Dear family and friends,

Thank you for your continued support and patience. This family update also serves as our daily outbreak notice because we have additional information to share with you.

Outbreak Update

Our outbreak status remains the same as yesterday with three residents and one staff member who have tested positive for COVID-19 at Wing Kei Crescent Heights and one staff member positive at Wing Kei Greenview Long Term Care. Everyone is doing well. For the pending results, we are grateful that all results we have received so far are negative.

Our current status is as follows:

	Crescent Heights (145 residents)	Greenview Long Term Care (80 residents)	Greenview Supportive Living (95 residents)
Number of new cases as of October 30, 2020	Residents—0 Staff—0	Residents—0 Staff—0	Residents—0 Staff—0
Cumulative total since October 25, 2020	Residents—3 Staff—1	Residents—0 Staff—1	Residents—0 Staff—0

Yesterday afternoon we mobilized our COVID-19 unit on the fourth floor of Wing Kei Crescent Heights. We prepared this cohort unit months ago which include two rooms and the rehab gym, as part of our emergency preparedness planning, to be used as an isolation area for residents who tested positive for the virus. An extra door is provided to secure the unit for assigned personnel to enter. Staff will also exit directly through another door without walking through the hallway on the fourth floor. Creating this cohort unit will help us keep a very close watch on these residents and ensure their comfort. We are in regular contact with the Medical Officer of Health's office and Alberta Health Services who are pleased with our approach to navigating this situation efficiently and with great care and love.

We have received a few questions from family members that we would like to address here for everyone's benefit.

What is the schedule for the next round of testing?

The timing of further tests are determined by the Medical Officer of Health's office. We are in contact with them daily to assess the situation. If there are any changes in the health of residents or staff we will alert them immediately and work together to determine next steps.

Can you test all residents and staff, not only those in the affected units?

Testing of residents and staff was determined based on contact tracing. This is an Alberta Health Services process that we must follow. They are using the most current information available to make decisions about assessment and testing. Again, if we notice any signs of symptoms, we will alert them right away and proceed with testing. Please remember that many long term care and

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supportive living centres in the province have outbreaks. Alberta Health Services is doing the best they can to manage demand for tests with what is necessary to minimize risk.

Do staff work on different floors?

Staff are assigned to work on the same unit. Under special needs when extra staff are required, staff from another unit will support with full PPE for infection prevention.

What can you improve to detect potential infection in staff earlier?

COVID-19 is a highly contagious virus. The best way to prevent it is to be vigilant in adhering to all public health protocols such as wearing a mask, washing hands properly and frequently, maintaining physical distance, and minimizing contact and interactions. Staff are screened when they come to work and participate in a self-screening part-way through their shift. We provide education on public health protocols, donning and doffing of PPE, and ask them to be vigilant in their activities at work, at home, and in the community.

It is important to recognize that with the province's relaunch strategy, including the opening of schools, recreational centres, restaurants, and so on, all of our bubbles increased drastically. Every interaction we have is a potential point of transmission, and that risk stays with us for fourteen days following that interaction. For example, going to the grocery store, picking children up after school, and taking the bus to work are all necessary activities that also increase potential transmission. Just like each of the families, staff have their own cohorts of people they interact with. All of us must take extra care to help contain the risk of exposure to the virus.

If you have any further questions, please reply to this email.

New visitation directive

Earlier this week, the Chief Medical Officer of Health issued a directive limiting visitors at long term care and supportive living centres in Edmonton. Today, she extended this to include Calgary.

Effective immediately, only the two designated visitors are allowed to have in-person visits. Virtual visits can continue for all family and friends.

As indicated in our correspondence with you on Sunday and Monday, given that we are on outbreaks, we ask that you keep all your visits to virtual for the time being. Once we are cleared of the outbreaks, we will implement this new directive and invite designated visitors only to have in-person visits with your loved one.

Family Town Hall

Our next Family Town Hall will be held on November 18, 2020 from 5.30 pm – 6.30 pm. Contact selinacheng@wingkei.org for the Zoom link. We will discuss the outbreaks and the actions we are taking to minimize risk of transmission. We can also talk about the new directive mentioned above limiting visitation to designated visitors.

Please email us your questions on or before November 16 so that we can be sure to respond to them during the town hall. Please note that only general questions will be answered at the meeting. If you have specific questions about your loved one, please direct them to your manager.

Thank you

Without a doubt, these few days have been very difficult for all of us—families and staff alike. Thank you for continuing to lift us up with your kind words. It makes such a big difference knowing that we have

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your trust. We are doing everything we can to restore a COVID-free environment within Wing Kei. We pray for God's protection and ask that you keep us in your prayers.

*I lift up my eyes to the mountains—where does my help come from?
My help comes from the Lord, the Maker of heaven and earth.
... the Lord will watch over your coming and going both now and forevermore.
Psalm 121:1-2, 8*

Kathy Tam
Chief Executive Officer