

WING KEI

Family update #8

April 16, 2020

Dear family and friends,

Thank you for your continued support. Currently, we do not have any staff or residents who have tested positive for COVID-19.

Your loved ones are doing well. From the photos in our last update you can see that recreational activities have been adapted to practice social distancing. Residents are continuing to do their physical exercises and are being stimulated through storytelling, singing, and more. Please continue your weekly virtual visits—they are an important connection point for families.

Updated protocols

In our last update we indicated that we had implemented a policy on March 20, 2020 for Wing Kei staff to work with only one employer and at one site and on April 3, 2020 we implemented a procedure for staff to wear masks when interacting with residents.

Since then, the Chief Medical Officer of Health issued an order directing all staff at continuing care and supportive living centres to work only at one site (this is effective April 23) and to continuously wear a procedure mask including when caring for residents and when it is not possible to maintain physical distancing protocols between co-workers. We are grateful to have implemented these changes ahead of the announcement. We have a full complement of staff who chose to work at Wing Kei and who are wearing masks.

In addition to these protocols, other measures we have taken to minimize risk of infection include:

- Taking the temperature of each resident once a day
- Assigning care staff to work only on one floor and in one wing of that floor
- Ensuring administrative staff with overlapping responsibilities are stationed at different centres and do not travel between sites

Taking residents home

We have received some questions regarding the option for families to take their loved one home. We understand that you miss being with your loved one and that you may be worried about the transmission of infection within continuing care and supportive living centres. It is up to you, as the family, to determine what is best for your loved one. Please know that we are doing all we can to ensure your loved ones remain healthy and happy.

If you are considering taking your loved one home, please know that:

- There is no option of readmission after fifty (50) days
- You will be required to continue paying fees to hold your loved one's spot
- Home care is limited at this time and may not be available; it is important that you have the ability to take care of your loved one without the assistance of home care
- If there is a COVID-19 outbreak at Wing Kei, you will not be able to take your loved one home; they will have to remain at Wing Kei
- When your loved one comes back to Wing Kei they will need to be tested for COVID-19 and remain in isolation for 14 days

WING KEI

- Your loved one cannot be readmitted to Wing Kei if there is an outbreak and for the duration of the outbreak

Please understand that we are not suggesting or advocating that you take your loved one home. We are providing information based on questions we have received. There is a heightened urgency because of the increasing number of continuing care and supportive living centres in Calgary that have a COVID-19 outbreak. We are doing all we can to prevent that from happening at Wing Kei. We are not immune and cannot guarantee that we will not have an outbreak. We are making plans so that in case we are in that situation, we are ready.

Taking your loved one home must be a thoughtful decision made in the best interest of your loved one and your family and in consultation with your loved one's physician and care team. Please contact your Care Coordinator if this is an option you are contemplating to talk through the various considerations.

Alberta Health Services guidance on resident leaves of absence is available by clicking [here](#) or at <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-cc-resident-leave-of-absence.pdf>

Emergency preparedness

As mentioned in the last update, our leadership and management teams have been engaging in planning to prepare in the event that we do have an outbreak. Some decisions we have made include:

- Ensuring staff are tested then stay home if they have any symptoms of COVID-19; they will be required to self-isolate until their test results are back
- Testing residents who have any symptoms of COVID-19 and isolating them until tests results are received
- Preparing a cohort of staff who can care for residents who are in isolation; this will minimize further risk of transmission
- Determining the extent of supplies and equipment that may be required and ensuring they are in place or readily available
- Identifying backups in case a leader is unable to work

Family Council meeting

Our Family Council had a virtual meeting last night. We were encouraged by the Family Council's appreciation and will share their encouragement with staff. We reviewed the new protocols and talked through the considerations of families choosing to take their loved one home. As always, family input is welcome; we appreciate being able to share what we are experiencing day-to-day and hear your insights and ideas. You are welcome to attend the next Family Council meeting on Wednesday, May 6, 2020; please email admin@wingkei.org for meeting details.

Thank you again, families and friends. **We carry the knowledge and blessing of your trust with us each and every day.** Please pray for our protection and for the good health of residents and staff as we pray for yours. We will be in touch again soon.

Blessings to you and your families,

Kathy Tam
Chief Executive Officer