

Cleveland, Thursday, July 8th, 2021

Family Members

RE: FIFTY-EIGHTH WALES COVID-19 UPDATE

Dear Family Members,

We have been so pleased to welcome more visitors these past couple weeks. Seeing the residents smile due to your social calls is priceless and we are grateful for the joy you bring to our facility. We must continue wearing masks and adequately distancing while visiting residents to keep them and each other safe, but the loosening measures are certainly very encouraging! If you have not received your second vaccine dose against COVID-19, we encourage you to do so to protect our residents and employees.

I would like to inform you that our Director of Health Services, Vicky Gingras, is no longer employed by the Wales. Effective immediately, please direct COVID-19-related concerns to me until we recruit a replacement. We wish Vicky the best in her future endeavours.

As you might have noticed, the back parking lot is currently being excavated to install new underground water mains that are necessary for fire protection and our new construction project. Equipment at our water reservoir and the water mains, installed in 1958 and 1973, are fragile and in need of replacement. This work is expected to be complete prior to the construction holidays, at which point landscapers will begin creating a Courtyard for the Wales. This space will include extensive landscaping, paved walking paths to access the Petting Zoo, Pond, and other gardens, a fountain, and several benches and adapted swings to develop a peaceful and rejuvenating outdoor space for residents, employees, family members, and volunteers. Until further notice, those going to the pond or petting zoo must exit the building through Door Number One, descend the hill, and cross through the Norton parking lot to the Banfill Lane that leads to the back. We apologize for the temporary inconvenience; please be vigilant when walking through the parking lot.

I would also like to remind you of our visiting hours. Public Health still recommends that seniors' facilities use Visit Coordinators, thus we must request that you adhere to the designated hours:

- Thursdays from 9:00 a.m. to 11:45 a.m., 12:30 p.m. to 5:00 p.m., and 5:45 p.m. to 8:00 p.m.
- Friday to Wednesday from 9:00 a.m. to 11:45 a.m. and 12:30 p.m. to 5:00 p.m.

Please note that the Visit Coordinator is *not* at their post during resident mealtimes, daily from 11:45 a.m. until 12:30 p.m. and Thursdays from 5:00 p.m. until 5:45 p.m. If you wish to continue visiting during these time periods, please note that you will have to wait to leave the building until the Visit Coordinator returns so you can sign out properly as per Public Health regulations.

I want to express my deepest thanks and appreciation to you for your dedication to keeping our residents safe! You are an integral part of our success during this pandemic; please keep up the good work!

Sincerely,



Brendalee Piironen
Executive Director

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