

Cleveland, Monday, June 7<sup>th</sup>, 2021

Family Members

**RE: FIFTY-FIFTH WALES COVID-19 UPDATE**

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Dear Family Members,

We have exciting news to share with you today! This weekend, the government announced the lessening of certain measures in Orange Zones. Changes are highlighted in yellow in the table.

Please note that RPA residents will resume eating in the Main Dining Room at full capacity on Wednesday, June 9<sup>th</sup> at noon. We are so excited that our residents will be able to eat together once more! This transition will understandably require extensive coordination, as each four-person table will form a group that will be able to use the elevator together. Please note that, consequently, seating arrangement may differ from pre-pandemic times.

**Outdoor Visits:**

Please note that during the current heat wave, outdoor visits are cancelled until further notice.

**Vaccinations**

Vaccinations in RPAs are now complete across Québec. If any RPA residents have not received their second dose, they will have to schedule their appointment through Clic Santé at <https://portal3.clicsante.ca/>.

If the situation in the Estrie continues to improve, the deconfinement measures will be changing every two weeks. Although we are extremely encouraged by the deconfinement's progression, we also wish to remain extremely vigilant until this pandemic is officially in the past. Thank you for your help and understanding!

We will continue to provide you with regular updates, and we encourage you to contact us with questions or concerns or visit our website at [www.waleshome.ca/all-the-news](http://www.waleshome.ca/all-the-news). Thank you again for your support and cooperation as we head toward a brighter future together.

Sincerely,



Brendalee Piironen  
Executive Director

[bpiironen@waleshome.ca](mailto:bpiironen@waleshome.ca)

819-826-3266 extension 247

**Primary caregivers, visitors, and external service providers must** receive a training on the use of Personal Protective Equipment (PPE) prior to visiting or providing services to Wales residents. An appointment can be scheduled through Health Services Assistant Ms. Erica Vander Wal at [evanderwal@waleshome.ca](mailto:evanderwal@waleshome.ca) or 819-826-3266 extension 248. **New** primary caregivers, visitors, and external service providers **must** register with Ms. Vander Wal and obtain authorization prior to their first visit.

Directives applicable to the Wales Home & CHSLD Wales	Level Three	
Measures	RPA (Shaw/Manning)	CHSLD (Norton)
<b>Résidence Wales Home and CHSLD Wales Inc.</b>		
Maintain daily log of primary caregivers, visitors, and external service providers	<b>MANDATORY</b>	
Certification and Accreditation visits	<b>PERMITTED</b>	
Inspections by the MSSS, CNESST, CIUSSSE-CHUS, MAPAQ	<b>PERMITTED</b>	
Ministerial visits	<b>PERMITTED</b>	
<b>Access to the Wales for visits and outings</b>		
<b>Primary caregivers* and visitors** (please see the definitions below):</b>		
<b>Inside the resident's room</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>• <b>ONE</b> person may visit at a time. Primary caregivers and visitors are both authorized inside the resident's room.</li> </ul>	
Visiting pets	<b>Permitted</b>	

<p><b>Visits inside the building in common areas including the dining rooms, hallways, and living rooms</b></p>	<p style="text-align: center;"><b>NOT PERMITTED</b></p> <ul style="list-style-type: none"> <li>• <b>ONLY</b> to circulate to the resident's room.</li> <li>• While respecting all measures (hand hygiene, mask, two metre distancing from <b>everyone</b>), visitors can <b>accompany</b> the resident to the dining room before leaving.</li> </ul>
<p><b>Outdoors, on the Wales grounds</b></p>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>• Appointments are <b>STRONGLY</b> recommended, otherwise there is no guarantee of available space for outdoor visitation.</li> <li>• To book an appointment, please call <b>Erica at 819-826-3266 extension 248</b>. Up to <b>TWO</b> thirty-minute spots can be booked.</li> <li>• Maximum of <b>FIVE</b> people, including primary caregivers* and visitors** <b>AT A TIME</b>, at designated spaces <b>ONLY</b>, as employee supervision is required.</li> <li>• Outdoor visits are authorized at door number one <i>only</i>, at the picnic tables or lounge area and registration in the visitor log at is mandatory.</li> <li>• No limit of visits per resident per day.</li> <li>• <b>Wear a mask</b> and maintain a two-metre distance constantly</li> </ul>
<p><b>Among Wales residents</b></p>	
<p><b>Visits inside another resident's room when both are fully vaccinated and have received their second dose over seven days prior</b></p>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>• While maintaining a two-metre distance.</li> <li>• Not permitted if a resident is under isolation.</li> </ul>
<p><b>Others</b></p>	
<p><b>Regular interdisciplinary team professionals: Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist</b></p>	<p><b>PERMITTED</b></p>
<p><b>External Professionals: Dentist, Orthotist, Podiatrist</b></p>	<p><b>PERMITTED</b></p>
<p><b>Users' Committee Members or other residents</b></p>	<p><b>PERMITTED</b></p>

Private services offered within the Wales like a Hairdresser with a designated Salon	<b>PERMITTED</b>	
	<ul style="list-style-type: none"> <li>No waiting room (one resident at a time)</li> </ul>	
Private services hired by the residents: footcare, hairdresser, or cleaning service in the resident's room or apartment	<b>PERMITTED</b>	
	<ul style="list-style-type: none"> <li>Limit to one service per week per resident</li> </ul>	
Volunteers	<b>PERMITTED WITH CONDITIONS:</b>	
	<ul style="list-style-type: none"> <li>Limit number of volunteers per day</li> <li>Volunteers known to the facility (stable and regular)</li> <li><b>MANDATORY</b> PCI training</li> </ul>	
Construction, repair, or renovation workers	<b>PERMITTED (no limitations)</b>	
Resident laundry done by family members	<b>PERMITTED</b>	
Deliveries for residents like food, purchases, and goods brought in by family members	<b>PERMITTED</b>	
	<ul style="list-style-type: none"> <li>Goods can be left at door number one if not visiting; they will be delivered by the personnel.</li> <li>Primary caregivers and visitors can bring goods to residents while visiting.</li> <li>No quarantine or disinfection required.</li> <li>Hand hygiene (visitor and resident) is required before and after manipulation of goods.</li> </ul>	
Temporary admissions - convalescence and respite	<b>PERMITTED</b>	<b>N/A</b>
<b>Residents</b>		
Walking on the grounds	<b>PERMITTED</b>	
Monitoring of symptoms	<b>DAILY</b>	
	<ul style="list-style-type: none"> <li>Apartment and Shaw 4 residents must <b>self-screen</b></li> </ul>	
Meals in the Dining Room	<b>PERMITTED</b>	
	<ul style="list-style-type: none"> <li>Maximum of four residents per table, <b>without</b> distancing or plexi-glass. These four residents can be in the elevator at the same time.</li> <li>Ensure a two-metre distance between each table.</li> <li>Hand hygiene before and after meals, hand sanitizer when entering the dining room for RPA residents.</li> <li>Masks and distancing to circulate to the dining room and to the tables, no gathering at the entrance.</li> </ul>	
<b>INDOOR</b> entertainment activities such as music therapy, zootherapy, musicians, and <b>singers</b>	<b>PERMITTED</b>	
	<ul style="list-style-type: none"> <li>Under employees' or volunteers' supervision</li> </ul>	

	<ul style="list-style-type: none"> <li>• Wear a mask and maintain a two-metre distance while circulating and during the activity.</li> <li>• Hand hygiene required when entering the activity room or space.</li> <li>• No sharing of objects.</li> <li>• Disinfection after activity and in between groups.</li> </ul>
<p><b>OUTDOOR</b> entertainment activities such as music therapy, zotherapy, musicians and <b>singers</b>, outdoor games</p>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>• Under employees' or volunteers' supervision</li> <li>• Maximum of <b>twelve</b> residents.</li> <li>• Wear mask and maintain a two-metre distances while circulating and during the activity. Mask can be removed outside when seated if distancing is respected.</li> </ul> <p><b>AS OF JUNE 11<sup>TH</sup>:</b></p> <ul style="list-style-type: none"> <li>• Maximum of <b>twenty-five</b> people (residents, volunteers, and employees)</li> <li>• To share objects: hand hygiene is required before and after the activity.</li> </ul>
<p><b>Musical performances (but <u>NO</u> wind instruments) or singers, indoor or outdoor</b></p>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>• Under employees' or volunteers' supervision</li> <li>• Maximum of <b>250</b> residents while seated.</li> <li>• Wear a mask and maintain a two-metre distance while circulating and during the activity. Mask can be removed outside when seated if distancing is respected.</li> <li>• Hand hygiene is required when entering the activity room or space.</li> <li>• No sharing of objects.</li> <li>• Disinfection after activity.</li> </ul>
<p><b>Bingo while seated</b></p>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>• Under employees' or volunteers' supervision</li> <li>• Maximum <b>250</b> people (of the RPA <u>or</u> of the CHSLD.)</li> </ul>

MSSS directives 2020-05-19

Updated on 07/06/2021, changes are highlighted in **YELLOW** and effective as of Monday, June 7<sup>th</sup>, 2021 unless otherwise specified.

	<ul style="list-style-type: none"> <li>Wear mask and maintain a two-metre distance while circulating and during the activity.</li> <li>Hand hygiene is required when entering the activity room or space.</li> <li>No sharing of objects.</li> <li>Disinfection after activity.</li> </ul>
<b>Therapeutic Pool</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Hand hygiene before going in the pool area.</li> <li>Maintain a two-metre distance.</li> <li>Wear mask, except when in the pool.</li> <li>Dressing room is open for one resident at a time to respect distancing.</li> <li>Disinfection required after.</li> </ul>
<b>Library and living room</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Maintain a two-metre distance.</li> <li>Wear a mask.</li> <li>Perform hand hygiene before entering and when leaving the room.</li> <li>Do not share objects.</li> <li>Disinfect high-touch surfaces.</li> </ul>
<b>Cinema room</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Under employee or volunteer supervision.</li> <li>Maintain a two-metre distance.</li> <li>Wear a mask.</li> </ul>
<b>Billiards room</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Individual use only</li> <li>Disinfection after each use</li> </ul>
<b>Day Center</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <p style="text-align: right;"><b>N/A</b></p>
<b>Spiritual Services</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Maximum <b>100</b> people.</li> <li>Maintain a two-metre distance.</li> <li>Wear a mask.</li> <li>Do not share objects.</li> <li>Disinfection required after service.</li> </ul>
<b>Day outings including restaurants and personal errands</b>	<p style="text-align: center;"><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>May be accompanied by a <b>MAXIMUM</b> of <b>TWO</b> primary caregivers (not by visitors.)</li> </ul>

	<ul style="list-style-type: none"> <li>Must follow the Public Health regulations for the general population (<i>example: maximum two adults at a restaurant</i>)</li> </ul>
Outings for less than twenty-four hours like medical and notary appointments	<p><b>Permitted</b></p> <ul style="list-style-type: none"> <li>May be accompanied by a <b>MAXIMUM</b> of <b>TWO</b> primary caregivers (not by visitors.)</li> </ul>
Outings for more than 24 hours, at a <b>PERSONAL</b> cottage or home	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Must follow the Public Health regulations for the general population (no indoor visitors in private homes.)</li> </ul>
Visits to family members' or friends' homes (private gatherings) <b>INSIDE</b>	<p><b>NOT PERMITTED</b></p>
Visits to family members or friends' homes (private gatherings) <b>OUTSIDE</b>	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Must follow the Public Health regulations for the general population (maximum eight people or two households) and sanitary measures (masks and distancing)</li> </ul>
<b>Employees</b>	
Change of clean clothes before and after each shift	<p><b>MANDATORY</b></p>

**\*PRIMARY CAREGIVERS** are essential visitors who provide direct care to residents. They may include family members or friends who support daily living activities, cognitive stimulation, communication, meaningful connections, and decision-making assistance.

**\*\*VISITORS** are persons who wish to visit but are not considered primary caregivers.

**PPE:** personal protective equipment

**PCI training:** prevention and control of infection training

**PLEASE NOTE:** since the Wales has two entities, the CHSLD and the RPA, and shares common areas for residents like the Therapy Room and Therapeutic Pool, and employees from both entities share break rooms, we must apply Public Health measures for CHSLDs since this entity has more beds than the RPA.

MSSS directives 2020-05-19

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