

Cleveland, Thursday, December 17th, 2020

Family Members

RE: THIRTIETH WALES COVID-19 UPDATE

Dear Family Members,

The past few weeks have been extremely difficult for many families, as you have not been able to visit your loved ones at the Wales. On December 16th, our Director of Health Services, Vicky Gingras, had a conference meeting with Public Health regarding the Wales's situation. We are very happy to share that the visitation restrictions will be lifted immediately, meaning that primary caregivers may begin visiting again. Public Health informed us that the recent positive cases amongst our employees are not considered an outbreak, as transmission did not occur during a single event or from the same community exposure; the cases are thus unrelated and indicate COVID-19 is *not* spreading here at the Wales. Public Health feels that the implemented measures and employee efforts prevented transmission and therefore the residents and employees are currently not at high risk of catching the virus at the Wales Home. Public Health advised that Norton 2 measures be lifted yesterday. Employees and residents on Norton 1 were tested for COVID-19 this morning and a second screening will be processed before Christmas.

With this encouraging news comes the responsibility to plan and ensure that reopening to visitors does not pose additional risk. Public Health authorized visitation of one primary caregiver per resident throughout the building, including Norton 1. Primary caregivers wishing to visit their loved one on Norton 1 must schedule an orientation on the strict measures in place with Vicky Gingras through her assistant, Erica Vander Wal, at evanderwal@waleshome.ca or 819-826-3266 extension 248. Even though Public Health confirmed that transmission risk is low, please be advised that a zero-risk situation does not exist.

Visiting hours: (visitation is *not* permitted during resident mealtimes unless authorized)

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

Measures for visitation:

- Proper and frequent hand hygiene and always maintain a two-metre distance with others
- Symptom screening, including recording your temperature upon entry
- Use procedural mask provided by the Wales; must be worn over your mouth and nose for the duration of your entire visit
- Personal effects must be left in your vehicle or in the designated bins at door number one

We understand these circumstances are not ideal, however, our priority is our residents' and employees' safety and well-being. We appreciate your cooperation of these precautions' necessity and we look forward to seeing you very soon!

We will continue to provide you with regular updates and will promptly notify you of any changes. Please do not hesitate to contact me with questions or concerns. You can also visit our website for more information at www.waleshome.ca/all-the-news.

Sincerely,



Brendalee Piironen, Executive Director
bpiironen@waleshome.ca/819-826-3266 extension 247