

Cleveland, Monday, December 20th, 2021

RE: SEVENTY-THIRD WALES COVID-19 UPDATE

Dear Residents, Employees and Family Members,

We regret to inform you that two employees who have recently worked on Norton 1 & Norton 2, as well as Shaw/Manning 1 & 2, have tested positive for COVID-19. Yesterday, all residents and employees having worked on Norton 1 were tested for COVID-19 and residents and employees who have worked on Norton 2 and Shaw/Manning 1 & 2 will be tested tomorrow morning. Please note that residents under preventive isolation must be quarantined in their room until they receive their COVID-19 results. One PRIMARY CAREGIVER per resident is authorized to visit per day until preventive measures are lifted.

We have all hoped that the pandemic would have been under control by now but that has clearly not been the case. Our province is experiencing a rapid increase in COVID-19 cases. This trend is expected to continue over the coming weeks as a result of the highly transmissible Omicron variant. Based on recommendations from Public Health, increased restrictions are immediately being placed in CHSLDs and senior residences to reduce the risk of the virus entering the facility (see attached grid, **updates highlighted**). These temporary enhanced and responsive measures are necessary to provide optimal safety and support to residents, while balancing the mental and emotional well-being of residents and their families, and to safeguard the staff who are critical to the care of our residents.

Immediate changes include:

- Residents are permitted four (4) visitors per day and only one (1) visitor at a time. Visitors must always wear their mask and must distance themselves 2-metres from residents and employees. Visitors are not permitted in common areas unless they are assisting a resident during mealtime.
- Residents living in the CHSLD and Central: Any resident who goes on an outing other than a medical appointment, upon return must be tested for Covid-19 and isolated until we receive the results.
- The third dose of the COVID vaccine is now accessible to health care workers 3 months after their 2nd dose instead of the original 6 months announced by the MSSS.

We understand how difficult these measures will be for our residents and their loved ones. Please understand that our employees do not have control over the virus or over the measures put in place by our government to keep our health system from being overwhelmed. Our employees are equally frustrated and disappointed.

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 at 819-826-3266 extension 247 or. You can also visit our website for updates at www.waleshome.ca/all-the-news.

Sincerely,



Brendalee Piironen Executive Director

bpironen@waleshome.ca

819-826-3266 extension 247

Directives applicable to the Wales Home and CHSLD Wales	
Visitation	
Visiting Hours	<ul style="list-style-type: none"> • Thursdays 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. • Friday to Wednesday from 9:00 a.m. to 12:00 p.m., 12:45 p.m. to 5:00 p.m. • Hours do not change on statutory holidays. • The Visit Coordinator must be at their desk when visitors sign in and out. If the visit coordinator is on break, visitors must wait for her to return. Break times are: → 10:00 – 10:15, 3:00 – 3:15 and on Thursdays: 5 – 5:45 • If visitors are helping during mealtime, they must wait for the Visit Coordinator's return prior to leaving the building. • Visitors must leave the building BEFORE the end of visiting hours (prior 5:00 p.m. or 8:00 p.m. on Thursdays).
Visiting Pets	Permitted
Visits inside the building in common areas, including the dining rooms, hallways and living rooms	<p>NOT PERMITTED</p> <ul style="list-style-type: none"> • An exception can be made in the dining room if the visitor is assisting a resident during mealtime.

<p style="text-align: center;">Visits inside the resident's room</p>	<p>Permitted with the following directives:</p> <ul style="list-style-type: none"> • 1 visitor at a time, for a maximum of 4 visitors per day. • The visitor must provide their Vaxicode and/or vaccine passport to the visit coordinator. • A visitor that cannot provide their vaccine passport must present proof of a negative COVID-19 PCR or TAAN test result completed within the last 72 hours. • Visitors must respect a 2-metre distance. • All visitors aged 2 or over are obliged to wear a mask inside.
<p style="text-align: center;">Visits to a resident on isolation and/or on a unit with an outbreak</p>	<p>Permitted with the following directives:</p> <ul style="list-style-type: none"> • A maximum of 4 primary caregivers must be identified for the resident, and only 1 primary caregiver will be authorized to visit the resident per day. • Prior to visiting, the primary caregiver will have to be trained on the use of Personal Protective Equipment (PPE). An appointment must be taken through Health Services Assistant, Erica Vander Wal at evanderwal@waleshome.ca or by phone at 819-826-3266 ext. 248.
<p style="text-align: center;">Outdoor visits, on the Wales Home grounds</p>	<p>Permitted.</p> <ul style="list-style-type: none"> • An appointment must be booked through Health Services Assistant, Erica Vander Wal at evanderwal@waleshome.ca or by phone at 819-826-3266 ext. 248. • 1 visitor at a time, for a maximum of 4 visitors per day. • The visitor must provide their Vaxicode and/or vaccine passport to the visit coordinator.

	<ul style="list-style-type: none"> • A visitor that cannot provide their vaccine passport must present proof of a negative COVID-19 PCR or TAAN test result completed within the last 72 hours. • Visitors must respect social distancing (2-meters) at all times, as well as wear their procedural mask at all times.
Outings	
Outings for personal errands or appointments (accompanied or not)	Permitted
Transportation	The driver, resident (and other passenger(s)) in the vehicle must wear their mask.
Outings to a restaurant and/or a private residence INSIDE OR OUTSIDE (regardless of length of time)	<p>Permitted with the following directives:</p> <ul style="list-style-type: none"> • Upon return, residents on Norton 1, 2, 3 and Central will need to undergo a COVID test and will be isolated until results are received. • Residents living on Manning/Shaw are required to monitor their symptoms daily for 14 days following their return. If symptoms appear, they will need to undergo a COVID test and will be isolated until results are received.
Among Wales Residents	
Visits inside another resident's room (regardless of floor/unit)	<p>Permitted with the following directives:</p> <ul style="list-style-type: none"> • Residents must wear a mask
Circulating throughout the building (in hallways, common areas)	<ul style="list-style-type: none"> • Residents must wear their mask

Activities, Meals and Amenities	
Walking on the grounds	Permitted
Monitoring of Symptoms	Daily
Meals in the dining room	<p>Permitted with the following directives:</p> <ul style="list-style-type: none"> • Residents must wear their mask, maintain a 2-metre distance, and avoid large groups in the elevator when going to the dining room. • Maximum of 4 residents per table. • Masks can be removed only once seated. • 1-metre distance between each table
Physical and entertainment activities, such as music therapy (without a singer) and zotherapy	<p>Permitted</p> <ul style="list-style-type: none"> • Residents must wear their mask and maintain a 2-metre distance from others. • Maximum of TWENTY-FIVE people attending the activity. • Hand hygiene is required when entering the activity room or space. • Shared objects are permitted with disinfection of items before and after the activity. • Regular disinfection of high touch surfaces.
Bingo while seated	<p>PERMITTED</p> <ul style="list-style-type: none"> • Residents must wear their mask and maintain a 2-metre distance from others. • Disinfection after activity.
Therapeutic Pool	<p>PERMITTED</p> <ul style="list-style-type: none"> • Residents must wear their mask and maintain a 2-metre distance from others.

	<ul style="list-style-type: none"> Dressing room is open and must be cleaned regularly.
Library and living room	<p>PERMITTED</p> <ul style="list-style-type: none"> Residents must wear their mask and maintain a 2-metre distance from others. Disinfect shared objects after use and disinfect high-touch surfaces.
Cinema room	<p>PERMITTED</p> <ul style="list-style-type: none"> Residents must wear their mask and maintain a 2-metre distance from others.
Billiards room	<p>PERMITTED</p> <ul style="list-style-type: none"> Residents must wear their mask and maintain a 2-metre distance from others. Disinfect objects after each use.
Spiritual Services	<p>PERMITTED</p> <ul style="list-style-type: none"> Residents must wear their mask and maintain a 2-metre distance from others.
Others	
Regular interdisciplinary team professionals: Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist	Permitted
External Professionals: Dentist, Orthotist, Podiatrist	Permitted
Users' Committee Members or other residents	Permitted
Private services offered within the Wales like the Hairdresser with a designated Salon	<p>Permitted with the following directives:</p> <ul style="list-style-type: none"> Resident and hairdresser must wear a mask during the appointment. Waiting room is permitted. All residents must be wearing masks and chairs must be 2-metre apart from each other.

<p>Private services hired by the residents: footcare, hairdresser, or cleaning service in the resident's room or apartment</p>	<p>Permitted</p> <ul style="list-style-type: none"> • Resident and service provider must wear their masks while services are rendered, even inside the resident's room. • No limitation of services. • While respecting infection prevention measures.
<p>Volunteers</p>	<p>Permitted</p> <ul style="list-style-type: none"> • Volunteers must wear masks and maintain two-metre from residents. • No limitation of volunteers. • While respecting infection prevention measures.
<p>Construction, repair, or renovation workers</p>	<p>Permitted</p>
<p>Resident laundry done by family members</p>	<p>Permitted</p>
<p>Deliveries for residents like food, purchases, and goods brought in by family members</p>	<p>Permitted</p>