

Cleveland, Monday, December 21st, 2020

Family Members

RE: THIRTY-FIRST WALES COVID-19 UPDATE

Dear Family Members,

The pandemic changed many aspects of our lives and, as we prepare for the holiday season, adherence to Public Health safety advice remains crucial to protect our residents and employees and decrease COVID-19's spread. Visitation measures have not changed; one primary caregiver is permitted to visit per resident. Primary caregivers wishing to visit during the holiday season must comply with the strict measures below:

Visiting hours: (visitation is *not* permitted during resident mealtimes unless pre-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.

Visitor Measures: (*non-compliance will unfortunately result in visiting privileges being revoked*)

1. Reusable mask must be worn prior to entering building
2. Use hand sanitizer upon entry
3. Leave personal belongings in your car or in the designated bins at door number one, *including* your cellular telephone
4. Swap your mask for a procedural one provided by the Visit Coordinator
 - You must wear your mask over your mouth *and* nose for your entire visit
5. Take your temperature using the wall-mounted infrared thermometer
6. Complete visitor log: this information is necessary for contact tracing
 - Attest you are asymptomatic and have not been in contact with someone who tested positive for COVID-19 in the last two weeks
 - Testify that you will abide by Wales regulations; zero-tolerance protocol in place
7. Bag your outerwear in a clear plastic bag provided by the Visit Coordinator
8. Put on a reusable gown and tie both strings, at the neck and the lower back
 - If you visit a quarantined unit, put on a face shield and disposable gown
9. Wash your hands with soap and warm water for at least twenty seconds
10. Walk directly to the resident's room or apartment through the basement
11. Remain at least two metres from other people for the duration of your visit
12. Once in the resident's room or apartment, please remain there; common areas are off-limits to visitors
13. Please do not approach employees during your visit; if you must speak with someone, please call before or after your visit.

Please note that the Wales employs the strictest recommendations to protect our residents; as such, resident outings are limited to essential services *only*. Employees and residents from Norton 1 who were tested for COVID-19 last week received negative results. A second wave of testing will be scheduled this week.

On December 24th, 2020, CHSLD employees will begin receiving COVID-19 vaccinations. The highest priority is allotted to frontline workers who have frequent direct contact with CHSLD residents. A second wave of vaccinations will be offered to employees who do not administer direct care and, eventually, the same will be done for those working in private seniors' residences. As of right now, the vaccine cannot be transported to facilities due to temperature constraints and thus cannot yet be administered to residents.

Please communicate regularly with your loved one via phone or facetime. For those of you requiring assistance with facetime, please contact Chase Clifford our Systems Administrator, at 819-826-3266 extension 264 or cclifford@waleshome.ca. Please note he is on holidays until December 28th inclusively.

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.

As we reach the final days before Christmas, we want to take this opportunity to thank our residents, family members and employees for their support and efforts over the past several months which have helped to keep our facility safe. We want to recognize our employees' outstanding service across departments. Their tireless work and commitment to your family members' wellbeing have been instrumental in ensuring the successful operations of our *home* during these unprecedented times. We hope that you and your loved ones have a safe and healthy holiday season!

Sincerely,

A handwritten signature in blue ink that reads "Brendalee Piironen". The signature is fluid and cursive, with a long horizontal stroke at the end.

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