

Cleveland, Friday, December 24th, 2021

RE: SEVENTY-SEVENTH WALES COVID-19 UPDATE

Dear Residents, Employees and Family Members,

I am pleased to announce that all residents that were tested for COVID-19 this week are **NEGATIVE!** All employees who have received their results have also tested negative. Although there are no active cases of Covid-19 in the Wales Home, all residents living in the CHSLD, and Manning/Shaw 1&2 must remain on preventive isolation until they receive a second negative Covid-19 result. The next mass screening for residents and employees is scheduled for December 28th.

This morning we were visited by a Nurse from the CIUSSS to ensure we are applying proper infection control measures. Tomorrow morning, two Nurses from the CIUSSS will be onsite to ensure infection control is optimized. I am very proud to share that the Nurse who visited today stated that the Wales Home/CHSLD Wales is the most proactive and efficient healthcare facility in Estrie. This positive comment is thanks to our outstanding employees who have tirelessly gone above and beyond to ensure the safety of our residents. Words cannot express how grateful and proud we are of their dedication and loyalty.

This morning we received the updated guidelines issued by the MSSS. A summary of the changes is attached (updates are **highlighted**).

We understand how difficult the ever-changing measures are especially during Christmas time, but please understand that the safety of our residents and employees is our number one priority. Our employees do not have control over the measures put in place by our government to keep our health system from being overwhelmed. Our employees are equally frustrated and disappointed during these difficult times.

On behalf of the Board of Directors, we wish to thank our employees; over the past year and a half, they have been called upon to make more sacrifices, to exercise more patience and adapt to new and challenging sets of circumstances. I know it is not easy; thank you for your ongoing commitment and resiliency. Merry Christmas to you and your family, may 2022 bring us peace, hope and a covid-free year.

Thank you for your continued support and ensuring a safe environment for all. We appreciate your patience as we work to implement these new changes.

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

bpiironen@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: <ul style="list-style-type: none"> → 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	NOT PERMITTED
Visits inside the resident's room	<p>PERMITTED with the following directives:</p> <ul style="list-style-type: none"> • RPA: 1 visitor at a time, for a maximum of 4 visitors per day. • CHSLD: 1 Primary caregiver per day. Must identify 4 primary caregivers • A visitor that cannot provide their vaccine passport and ID will be denied entry. • Visitors must respect a 2-metre distance. • All visitors aged 2 or over are obliged to wear a mask inside.

<p>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>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. • A visitor that cannot provide their vaccine passport will be denied visitation rights. • Visitors must always respect social distancing (2-meters), as well as always wear their procedural mask.
<p>Outings</p>	
<p>Outings for personal errands or appointments (accompanied or not)</p>	<p>CHSLD: NOT PERMITTED RPA: PERMITTED</p>
<p>Transportation</p>	<p>The driver, resident (and other passenger(s)) in the vehicle must wear their mask.</p>
<p>Outings to a restaurant and/or a private residence INSIDE OR OUTSIDE</p>	<p>PERMITTED with the following directives:</p> <ul style="list-style-type: none"> • CHSLD: NOT PERMITTED • RPA: A resident with no symptoms and no close contact with a person positive to COVID-19 monitor symptoms for 14 days. • A resident without symptoms but had close contact with a person who tested positive with COVID-19 must be put on preventative isolation of 10 days. A negative test result is required between the 8th and 9th day after admission to lift

	<p>the isolation. Surveillance of symptoms must be done for 14 days.</p> <ul style="list-style-type: none"> A resident with symptoms must be put on preventive isolation. If the resident can not respect the rules of isolation, the CIUSS must immediately be notified
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 and distance 2-metres from the resident
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. Residents must be 2-metres apart while seated at table, plexiglass can be used if measures can't be respected. 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 zootherapy	<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. 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	NOT PERMITTED
Billiards room	NOT PERMITTED
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	Virtual meetings only
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.
Private services hired by the residents: footcare, hairdresser, or cleaning service in the resident's room or apartment	<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 style="text-align: center;">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>EMERGENCIES ONLY</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 except furniture deliveries</p>
<p>Government visits</p>	<p>CHSLD: No accreditation visits RPA: Certification visits authorized unless units are under quarantine CHSLD & RPA: MSSS visits not authorized unless emergency concerns</p>