

Cleveland, Tuesday, December 28th, 2021

**RE: SEVENTY-NINTH WALES COVID-19 UPDATE**

Dear Residents, Employees and Family Members,

We were informed last evening that another employee has tested positive for COVID-19, but this employee has not been onsite since December 22<sup>nd</sup>.

Today, six members from the CIUSSS were onsite to test 88 employees and 162 residents for COVID-19 (Norton 1, 2, 3, Central and Manning / Shaw 1 & 2). We are hopeful that if all results are negative, public health will lift the preventive isolation protocols for the CHSLD and Manning/Shaw 1 & 2. Central will remain on preventive isolation until public health issues a second screening for Covid-19. Until further notice, these units will remain on preventive isolation and each resident is allowed ONE PRIMARY CAREGIVER PER DAY.

**RESULTS FROM TODAY'S TESTING:** All residents results will be sent directly to our Director of Nursing, Danika Messier. Employees are to send their results to Erica Vander Wal [evanderwal@waleshome.ca](mailto:evanderwal@waleshome.ca) or leave her a voice message at extension 248.

With the number of residents on preventive isolation, visits from primary caregivers and delays in delivery due to the Christmas holidays, we made an emergency request to the CIUSSS for additional disposable gowns and nitrile gloves. Today we received 1600 disposable gowns and 20 boxes of gloves. A pending shipment of 10 000 gowns is expected to arrive tomorrow. If the preventive isolation measures are not lifted and our delivery does not arrive, we will have to make another emergency request for additional supplies from the CIUSSS. The supplies received today will last one day.

The MSSS has once again updated guidelines regarding **VISITATIONS**. Please see **updates** highlighted below.

On behalf of the Board of Directors, we want our community to know how appreciative and impressed we are by the resilience of our employees over the last 20 months and their flexibility which stems from their continuous focus on providing the best possible care and services to our residents, as well as supporting each other. We are amazed at how, together, we have continued to do great things during this difficult time.

We want to thank our families. They too are resilient and have been patient and cooperative in respecting the ever-changing regulations.

We are also grateful for our volunteers who bring their ideas and support to help ensure our programs and services are always evolving.

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 (my coordinates are listed below). You can also visit our website for updates at [www.waleshome.ca/all-the-news](http://www.waleshome.ca/all-the-news).

With deepest gratitude,



Brendalee Piironen Executive Director

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December 28, 2021

Directives applicable to the Wales Home and CHSLD Wales	
Visitation	
<b>Visiting Hours</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Friday to Wednesday from 9:00 a.m. to 12:00 p.m., 12:45 p.m. to 5:00 p.m.</li> <li>• Hours do not change on statutory holidays.</li> <li>• 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"> <li>→ 10:00 – 10:15, 3:00 – 3:15 and on Thursdays: 5 – 5:45</li> </ul> </li> <li>• If visitors are helping during mealtime, they must wait for the Visit Coordinator's return prior to leaving the building.</li> <li>• Visitors must leave the building <b>BEFORE</b> the end of visiting hours (prior 5:00 p.m. or 8:00 p.m. on Thursdays).</li> </ul>
<b>Visiting Pets</b>	<b>PERMITTED</b>
<b>Visits inside the building in common areas, including the dining rooms, hallways and living rooms</b>	<b>NOT PERMITTED</b>
<b>Visits inside the resident's room (Does not apply if resident is on preventive isolation)</b>	<p><b>PERMITTED</b> with the following directives:</p> <ul style="list-style-type: none"> <li>• <b>1 visitor at a time, for a maximum of 2 visitors per day</b></li> <li>• A visitor that cannot provide their vaccine passport and ID will be denied entry.</li> <li>• Visitors must respect a 2-metre distance.</li> <li>• All visitors aged 2 or over are obliged to wear a mask inside.</li> </ul>

<p><b>Visits to a resident on isolation and/or on a unit with an outbreak</b></p>	<p><b>PERMITTED</b> with the following directives:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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 <a href="mailto:evanderwal@waleshome.ca">evanderwal@waleshome.ca</a> or by phone at 819-826-3266 ext. 248.</li> </ul>
<p><b>Outdoor visits, on the Wales Home grounds</b></p>	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>• <b>1 visitor at a time, for a maximum of 2 visitors per day.</b></li> <li>• The visitor must provide their Vaxicode and/or vaccine passport to the visit coordinator.</li> <li>• A visitor that cannot provide their vaccine passport will be denied visitation rights.</li> <li>• Visitors must always respect social distancing (2-meters), as well as always wear their procedural mask.</li> </ul>
<p><b>Outings</b></p>	
<p><b>Outings for personal errands or appointments (accompanied or not)</b></p>	<p><b>CHSLD: NOT PERMITTED</b> <b>RPA: PERMITTED</b></p>
<p><b>Transportation</b></p>	<p>The driver, resident (and other passenger(s)) in the vehicle must wear their mask.</p>
<p><b>Outings to a restaurant and/or a private residence INSIDE OR OUTSIDE</b></p>	<p><b>CHSLD: NOT PERMITTED</b> <b>RPA PERMITTED</b> with the following directives:</p> <ul style="list-style-type: none"> <li>• A resident with no symptoms and no close contact with a person positive to COVID-19 monitor symptoms for 14 days.</li> <li>• 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 the isolation. Surveillance of symptoms must be done for 14 days.</li> <li>• A resident with symptoms must be put on preventive isolation. If the resident can not</li> </ul>

	respect the rules of isolation, the CIUSS must immediately be notified
<b>Among Wales Residents</b>	
<b>Visits inside another resident's room (regardless of floor/unit)</b>	<b>PERMITTED</b> with the following directives: <ul style="list-style-type: none"> <li>Residents must wear a mask and distance 2-metres from the resident</li> </ul>
<b>Circulating throughout the building (in hallways, common areas)</b>	<ul style="list-style-type: none"> <li>Residents must wear their mask</li> </ul>
<b>Activities, Meals and Amenities</b>	
<b>Walking on the grounds</b>	<b>PERMITTED</b>
<b>Monitoring of Symptoms</b>	<b>DAILY</b>
<b>Meals in the dining room</b>	<b>PERMITTED</b> with the following directives: <ul style="list-style-type: none"> <li>Residents must wear their mask, maintain a 2-metre distance, and avoid large groups in the elevator when going to the dining room.</li> <li>Residents must be 2-metres apart while seated at table, plexiglass can be used if measures can't be respected.</li> <li>Masks can be removed only once seated.</li> <li>1-metre distance between each table</li> </ul>
<b>Physical and entertainment activities, such as music therapy (without a singer) and zootherapy</b>	<b>PERMITTED</b> <ul style="list-style-type: none"> <li>Residents must wear their mask and maintain a 2-metre distance from others.</li> <li>Maximum of <b>TWENTY-FIVE</b> people attending the activity.</li> <li>Hand hygiene is required when entering the activity room or space.</li> <li>Shared objects are permitted with disinfection of items before <b>and</b> after the activity.</li> <li>Regular disinfection of high touch surfaces.</li> </ul>
<b>Bingo while seated</b>	<b>PERMITTED</b> <ul style="list-style-type: none"> <li>Residents must wear their mask and maintain a 2-metre distance from others.</li> <li>Disinfection after activity.</li> </ul>
<b>Therapeutic Pool</b>	<b>PERMITTED</b> <ul style="list-style-type: none"> <li>Residents must wear their mask and maintain a 2-metre distance from others.</li> </ul>

	<ul style="list-style-type: none"> <li>Dressing room is open and must be cleaned regularly.</li> </ul>
<b>Library and living room</b>	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Residents must wear their mask and maintain a 2-metre distance from others.</li> <li>Disinfect shared objects after use and disinfect high-touch surfaces.</li> </ul>
<b>Cinema room</b>	<b>NOT PERMITTED</b>
<b>Billiards room</b>	<b>NOT PERMITTED</b>
<b>Spiritual Services</b>	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Residents must wear their mask and maintain a 2-metre distance from others.</li> </ul>
<b>Others</b>	
<b>Regular interdisciplinary team professionals: Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist</b>	<b>PERMITTED</b>
<b>External Professionals: Dentist, Orthotist, Podiatrist</b>	<b>PERMITTED</b>
<b>Users' Committee Members or other residents</b>	Virtual meetings only
<b>Private services offered within the Wales like the Hairdresser with a designated Salon</b>	<p><b>PERMITTED</b> with the following directives:</p> <ul style="list-style-type: none"> <li>Resident and hairdresser must wear a mask during the appointment.</li> <li>Waiting room is permitted. All residents must be wearing masks and chairs must be 2-metre apart from each other.</li> </ul>
<b>Private services hired by the residents: footcare, hairdresser, or cleaning service in the resident's room or apartment</b>	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Resident and service provider must wear their masks while services are rendered, even inside the resident's room.</li> <li>No limitation of services.</li> <li>While respecting infection prevention measures.</li> </ul>
<b>Volunteers</b>	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Volunteers must wear masks and maintain two-metre from residents.</li> <li>No limitation of volunteers.</li> <li>While respecting infection prevention measures.</li> </ul>

<b>Construction, repair, or renovation workers</b>	<b>EMERGENCIES ONLY</b>
<b>Resident laundry done by family members</b>	<b>PERMITTED</b>
<b>Deliveries for residents like food, purchases, and goods brought in by family members</b>	<b>PERMITTED</b> except furniture deliveries
<b>Government visits</b>	<p><b>CHSLD:</b> No accreditation visits  <b>RPA:</b> Certification visits authorized unless units are under quarantine  <b>CHSLD &amp; RPA:</b> MSSS visits not authorized unless for emergency concerns</p>