

Cleveland, Monday, August 31st, 2020

RE: NINETH WALES COVID-19 UPDATE – 40 NEW CASES IN ESTRIE THIS WEEKEND!

Dear Family Members,

Just over seven months ago, no one in Quebec had a confirmed case of Covid-19. Today, Quebec registered 62, 492 cases of coronavirus, which has killed 5,760 Quebecers. Today, Quebec's Premier warned the next few weeks will be critical in the province as schools reopen and he called upon the public to do their part in limiting the spread of the novel coronavirus.

Precautionary measures remain in place at the Wales Home, and we continue to work closely with Public Health to ensure the safety of your loved ones and our employees. Since Covid-19 is spreading in the community and cannot be differentiated from a regular cold or flu, any resident and/or employee who exhibits symptoms(s) consistent with the coronavirus will be tested.

I am troubled by the number of visitors/family members not respecting our Covid regulations, and when asked to comply, we are treated with disrespect. Any visitor disobeying one of the five guidelines below will be forbidden visits.

Visiting with Loved Ones:

1. Visitors must **ALWAYS** wear a mask/face covering during **both inside and outside visits.**
2. Visitors are **NOT ALLOWED** to eat, or drink during inside or outside visits.
3. **All visits inside are in the residents' room only – no wandering in hallways.**
4. Visitors are **NOT ALLOWED** to smoke while on the Wales Home property.
5. Visitors **MUST ALWAYS MAINTAIN** social distancing of **two (2) metres/6-feet, for both inside and outside visits.**
6. Visitors **MUST ALWAYS** leave **ALL PERSONAL BELONGINGS** including keys, purses, and cell phones etc. **inside your car or at door number 1.**

As the COVID-19 situation in our province changes, the direction regarding visits at our facility will be adjusted, keeping the safety and emotional well-being of residents and staff at the forefront.

Preparing for the second wave:

Our Director of Health Services will provide refreshers on infection prevention/control to ensure that all techniques are respected. The Wales Home has designated Central as its *Hot Zone* should we have a resident with a positive COVID-19 result.

We are in this challenging time together; we wish to thank you again for doing what you can to keep our community, residents, and the Wales team safe. Thank you for your understanding and immediate cooperation regarding our visiting regulations.

Stay safe,

Brendalee Piironen
Executive Director

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