

Cleveland, Thursday, May 28<sup>th</sup>, 2020

Family Members

## **WALES COVID-19 UPDATE**

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Dear Family Members,

### **UPDATE PROCEDURE FOR VISITS:**

We have nearly succeeded in centralizing visit appointments. Visits are a lot to manage during this challenging time, and we must maintain proper surveillance to ensure sanitary measures are respected, like physical distancing, mask wearing, and symptom monitoring. We acknowledge that we have changed our procedure frequently since visits were permitted in seniors' residences and CHSLDs, so we thank you for your understanding and collaboration during this transition period. As there is no phone in the main entrance, we tried mobile telephone options that did not work in our favour. We believe, however, that we have found a solution that works well for your needs as well as ours. Please use our new visit procedure, which is effective immediately. **New Visit Procedure:** For both indoor and outdoor visit appointments, please call Health Services Assistant Ms. Erica Vander Wal at 819-826-3266 extension 248. If she does not answer, please *leave a message* with the following information:

- Your name and telephone number
- Name of the resident you wish to visit and indicate whether this visit will be your first since the pandemic's start

Ms. Myriam Elkas, our Visit Coordinator, will call you back within twenty-four hours to schedule a visit from Monday to Friday, 8:00 a.m. to 4:00 p.m. Myriam will be working on statutory holidays as well. Our Director of Health Services, Ms. Vicky Gingras, will be available to support Myriam as needed. We are very fortunate to have her on our team!"

*Today Mr. Legault announced the following:*

- There are 2,600 seniors' facilities in Québec
  - 340 of these establishments have at least one positive COVID-19 case
- There are currently 2,725 accommodated seniors who are COVID-19 positive in the province
  - 1,741 of which live in CHSLDs
- There are 412 CHSLDs in Québec
  - 131 of which have positive COVID-19 cases
  - 41 CHSLDs have a minimum of 15% infection rate among their residents

Today there was a virtual meeting with the CIUSSS; the Wales Home submitted the following questions:

### ***Can hairdressers resume services in senior care facilities?***

- The government has not authorized hairdressing services in senior care facilities

### ***Can residents leave the property to visit family members while respecting the 2-metre physical distancing?***

- Residents are not authorized to participate in small gatherings
- Residents are permitted to leave the property for essential services only including:
  - grocery, pharmacy, and medical appointments

Be safe,

Brendalee Piironen, Executive Director

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