

Cleveland, Wednesday, April 30th, 2020

Family Members

WALES COVID-19 UPDATE

Dear Family Members,

Our thoughts are with those impacted by the COVID-19 pandemic, especially those whose loved ones are fighting the illness and those suffering from social isolation. Our residents and employees' health remains our top priority and we continue to respect government requirements and measures to ensure safety and security.

On April 24th, 2020, Premier Legault announced that he is considering taking over all private CHSLDs and converting them to public long-term care facilities. We sent him a letter requesting clarification. Attached is a document explaining the differences between public and private facilities.

Inspection on April 29th, 2020:

Our long-term care facility was inspected by a health authority from the CIUSSS and I am proud to share that a very positive report will be distributed to the government. Family members recently asked me if they can come onsite and visit their parent outside while respecting the two-metre distancing regulation. During the inspection, I received confirmation that family members are *still* forbidden to visit our residents, even if they respect a two-metre distance and remain outside. Public Health reports confirm that COVID-19 can be transmitted *six days* before symptoms manifest and some people are asymptomatic, so the risk of unknowing transmission is simply too high. The Wales Home employees have dedicated themselves to ensure that your family members stay safe at their own personal sacrifice. Zero risk does not exist in healthcare, but we must collectively do our best to minimize danger for our residents and employees, a total of over 350 people. Our System Administrator, Chase Clifford, continues to organize virtual visits between residents and family members. Should you require assistance, please contact Chase at cclifford@waleshome.ca. Please ensure you respect the following government measures:

- Family members are not to come onsite unless authorized for visits through a window (Mon-Fri)
- No deliveries of personal items unless authorized
- No food deliveries by family members

Important: Please remember that regulations will *always* be stricter for seniors' residences. Gradual reopening of services is beginning in our province, but seniors' facilities will likely be the *last* to reopen to the public. Please be conscious of this reality and help us protect our most vulnerable demographic.

Resident and Employee Screening Results:

- Thirty residents tested negative for COVID-19
- Twenty-eight employees tested negative for COVID-19

UV-C Disinfection for Mobile Devices:

The Board of Directors recently approved the purchase of an ElectroClave disinfection machine which uses special UV lamps, to destroy pathogens including bacteria and viruses like COVID-19. This equipment will be used to sterilize not only smart phones (twelve at a time), but also tablets, computer equipment including mice and keyboards, and medical equipment such as N-95 masks, face shields, etc.

We are in this challenging time together; we thank you again for doing what you can to keep our community, residents, and the Wales team safe. Wishing you good health.

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PUBLIC AND PRIVATE ACCOMMODATION PORTRAIT

RESOURCE TYPES	MISSION AND REQUIREMENTS	CLIENTELE	FUNDING	COMMENTS
PUBLIC CHSLD	Same mission defined in Article eighty-three of the Health and Social Services Law (LSSS) Accreditation obligation Ministerial visit to assess the living environment's quality (same standards for each CHSLD): Public report on the MSSS website and the CHSLD Improvement Plan	Referred by a regional admission system Residents experiencing great loss of autonomy (ISO-SMAF profiles ten to fourteen)	Funded by the MSSS	Residents pay according to the RAMQ's rates
CHSLD PRIVÉ CONVENTIONNÉ (Belongs to a private owner or corporation)	Users' Committee and Independent Commissioner (for private establishments)	Same as Public CHSLD	Funded by the MSSS CHSLD must absorb deficits	Same as above
CHSLD PRIVÉ NON-CONVENTIONNÉ (Belongs to a private owner or corporation)		Private residents	None	Residents fully assume care and service costs
		If an Achat de lits contract with the CISSS/CIUSSS, then IDEM as public CHSLD (this is the case of the CHSLD Wales)	The overall per diem may vary from one contract to another depending on requirements.	Residents pay according to the RAMQ's rates
RESSOURCE INTERMÉDIAIRE (RI) (Belongs to a private owner or corporation)	Adapted living environment offering required support and assistance services to registered users according to their condition – LSSS Article 302	Referred by a regional admission system Clientele losing autonomy (ISO-SMAF profiles up to ten)	Contract with a public establishment according to LSSS Articles 301 and following. Remuneration is fixed for each resident according to the INSTRUMENT evaluation, which determines the required care.	Professional services are offered by a public establishment Ex: Nurses, Social Worker, Occupational Therapist, etc.
RÉSIDENCE POUR AÎNÉS (RPA) <ul style="list-style-type: none"> • Private • Profit/Non-profit 	Housing MSSS Certification	Private residents Possibility of an Achat de lits contract with the CISSS/CIUSSS for RI or CHSLD residents	Equivalent to being in their own home* See funding for RI or CHSLD privé non-conventionné, according to contract	*The network will offer services via CLSCs if not included in the lease