

Cleveland, Tuesday, February 8<sup>th</sup>, 2022

**RE: NINETY-EIGHTH WALES COVID-19 UPDATE**

Dear Residents, Employees and Family Members,

Our full attention at Wales continues keeping residents and employees safe. I want to thank our team who have spent nearly two years vigilantly doing everything possible to prevent the spread of COVID-19 in our facility. Our team is tired and want life to return to normal. Yet, they remain committed to coming to work and providing the best possible care for residents. Thank you all for your focus, professionalism, and kindness.

Thank you as well to our primary care givers for following additional protocols and taking all necessary measures, including providing residents with their booster vaccine. Thank you for understanding when adjustments need to be made from time to time as we work through staffing shortages which are slowing improving.

It's hard to believe, and yet invigorating, that during these extraordinary efforts we are also moving into the future through several projects including the laundry expansion, Shaw/Manning renovations and the Ross construction. I am pleased to share that the Ross building is progressing nicely. It's hard to believe we will be welcoming residents to the Ross in about 10 months from now!

Yesterday we received updated guidelines including regulations for **primary caregiver** visitations. Attached is a summary of the latest measures; updates are **highlighted** for your convenience. Residents living in the RPA will resume their meals in the main dining room as of tomorrow noon. Residents must keep their masks on until it is time to eat/drink and reapply their mask before leaving their table. Hand hygiene is a recognized best practice for infection control and extremely important that it is followed by all residents, employees, and visitors.

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: [www.waleshome.ca/all-the-news](http://www.waleshome.ca/all-the-news).

With kindness,



Brendalee Piironen  
Executive Director  
[bpironen@waleshome.ca](mailto:bpironen@waleshome.ca)  
819-826-3266 extension 247  
cell: (819) 570-5587

<b>Directives applicable to the Wales Home and CHSLD Wales</b>	
<b>Visitation</b>	
<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> expect if primary caregiver is providing assistance during mealtime
<p style="text-align: center;"><b>Visits inside the resident's room only</b> <b>(Does not apply if resident is on preventive isolation)</b></p> <p><b>Definition of PRIMARY CAREGIVERS:</b> considered as essential visitors who provide direct care to residents. They may include family members or friends who support daily living activities, cognitive stimulation, communication, meaningful connections, and decision-making assistance. New regulations do not permit general visitation at the Résidence Wales Home or CHSLD Wales Inc.; only <i>primary caregivers</i> are authorized to visit.</p>	<p><b>PERMITTED PRIMARY CAREGIVERS ONLY:</b></p> <ul style="list-style-type: none"> <li>• The establishment must ensure primary caregivers understand the measures and proper use of personal protective equipment</li> <li>• A primary caregiver that cannot provide their vaccine passport and ID will be denied entry</li> <li>• Primary caregivers must always respect a 2-metre distance</li> <li>• Inside visits are authorized in bedroom/apartment only</li> <li>• A maximum of 4 primary caregivers must be identified for each resident.</li> <li>• <u>One</u> primary caregiver can visit multi times in the same day</li> </ul>

	<ul style="list-style-type: none"> <li>Any primary caregiver who tested positive for COVID-19 cannot visit for at least 10 days of the date of onset of symptoms</li> <li><b>RPA:</b> 2 primary caregivers will be authorized to visit the resident with a maximum of 4 primary caregivers per day. A child under 12 years old does not require a QR code (passport). Children visiting must be accompanied by an adult</li> <li><b>CHSLD:</b> 1 primary caregiver will be authorized to visit the resident with a maximum of 2 primary caregivers per day. Visits from children are considered exceptional and must be authorized by the establishment</li> </ul>
Visits to a resident on isolation and/or on a unit with an outbreak	<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 and must be trained on proper use of personal protective equipment – this person can visit multiple times in the same day</li> </ul>
Outdoor visits, on the Wales Home grounds	<p><b>PERMITTED</b></p> <ul style="list-style-type: none"> <li>Same directives as above</li> </ul>
<b>Outings</b>	
Outings for personal errands or appointments (accompanied or not)	<p><b>CHSLD: NOT PERMITTED</b> <b>RPA: PERMITTED</b></p>
Transportation	The driver, resident (and other passenger(s)) in the vehicle must wear their mask.
Outings to a restaurant and/or a private residence <b>INSIDE OR OUTSIDE</b>	<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> </ul>

	<ul style="list-style-type: none"> <li>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</li> </ul>
<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><b>Maximum 4 people at the table if residents are fully vaccinated</b></li> <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><b>2-metre</b> 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>	<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>Disinfection after activity</li> </ul>
<b>Therapeutic Pool</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>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>PERMITTED at 50 % capacity</b>
<b>Billiards room</b>	<b>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>	<b>PERMITTED unless unit is in an outbreak</b>
<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>PERMITTED</b> unless unit is in an outbreak
<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>CHSLD:</b> <b>MSSS surprise visits PERMITTED</b>  <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>