

Cleveland, Friday, June 11th, 2021

Family Members

RE: FIFTY-SIXTH WALES COVID-19 UPDATE

Dear Family Members,

We are finally seeing some normalcy return to our lives! Flowers are blooming, the sun is shining, the pond is stocked with fish, the Petting Zoo animals are now back onsite, and our Activity Department is busy coordinating upcoming group events. Having the residents sharing meals together in the Main Dining Room again is truly wonderful. I am not sure who was more excited, the residents or the employees! Hearing the residents' chatter and witnessing our employees' hustle and excitement as they served the residents was remarkable. LIFE IS GOOD!

The government once again announced the lessening of certain measures as the Estrie transitions to the Yellow Zone on Monday, June 14th. Changes are highlighted in yellow in the table below. We feel confident that the situation in the Estrie will continue to improve, therefore the deconfinement measures will once again change on June 28th. Despite our sigh of relief, we must remain cautious until this pandemic is over. Thank you for your cooperation as we transition through the deconfinement measures.

Effective, Monday, June 14th, the shelving unit at Door Number One will be removed. Families and visitors will be expected to deliver items directly to the residents' rooms.

Effective August 1st, virtual visits coordinated through the Wales will be offered only to family members who live outside of the province. Our System Administrator is currently working on two time-consuming projects which have been postponed due to the pandemic. Until further notice, virtual visits will be maintained.

The CIUSSSE-CHUS will come to the CHSLD Wales Inc. to administer one of our residents' second dose of the COVID-19 vaccination. After this resident is fully immunized, the Wales will have only one unvaccinated resident and one employee.

We will continue to provide you with regular updates, and we encourage you to contact us with questions or concerns or visit our website at www.waleshome.ca/all-the-news. In closing, I would like to thank our residents, employees, volunteers, and partners for their patience, cooperation, dedication, and hard work over the past year and a half as we faced the many challenges brought on by COVID-19. I am proud of your efforts to help maintain a COVID-free environment. I would also like to thank the Wales Home Foundation and our many generous donors throughout these challenging times; your support will not be forgotten.

Sincerely,



Brendalee Piironen, Executive Director

bpironen@waleshome.ca

819-826-3266 extension 247

Primary caregivers, visitors, and external service providers must receive a training on the use of Personal Protective Equipment (PPE) prior to visiting or providing services to Wales residents. An appointment can be scheduled through Health Services Assistant Ms. Erica Vander Wal at evanderwal@waleshome.ca or 819-826-3266 extension 248. **New** primary caregivers, visitors, and external service providers **must** register with Ms. Vander Wal and obtain authorization prior to their first visit.

Directives applicable to the Wales Home & CHSLD Wales	Level Two (Yellow)	
Measures	RPA (Shaw/Manning)	CHSLD (Norton)
Résidence Wales Home and CHSLD Wales Inc.		
Maintain daily log of primary caregivers, visitors, and external service providers	MANDATORY	
Certification and Accreditation visits	PERMITTED	
Inspections by the MSSS, CNESST, CIUSSSE-CHUS, MAPAQ	PERMITTED	
Ministerial visits	PERMITTED	
Access to the Wales for visits and outings		
Primary caregivers* and visitors** (please see the definitions below):		
Inside the resident's room	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Must maintain a two-meter distance from the resident. • If more than one visitor is onsite at the same time, they must share the same address. 	
Visiting pets	Permitted	

<p>Visits inside the building in common areas including the dining rooms, hallways, and living rooms</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Must respect measures including hand hygiene, wearing a mask, and two metre distancing from others. • While respecting measures, visitors can accompany residents to their dining room before leaving, however no visitor eating is permitted.
<p style="text-align: center;">Outdoors, on the Wales grounds</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Appointments are STRONGLY recommended, otherwise there is no guarantee of available space for outdoor visitation. • To book an appointment, please call Erica at 819-826-3266 extension 248. Up to TWO thirty-minute spots can be booked. • Maximum of FIVE people, including primary caregivers* and visitors** AT A TIME, at designated spaces ONLY, as employee supervision is required. • Outdoor visits are authorized at Door Number One <i>only</i>, at the picnic tables or lounge area and registration in the visitor log at is mandatory. • No limit of visits per resident per day. • Wear a mask and maintain a two-metre distance constantly.
Among Wales residents	
<p>Visits inside another resident's room when both are fully vaccinated and have received their second dose over seven days prior</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • While maintaining a two-metre distance. • Not permitted if a resident is under isolation.
Others	
<p>Regular interdisciplinary team professionals: Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist</p>	PERMITTED
<p>External Professionals: Dentist, Orthotist, Podiatrist</p>	PERMITTED
<p>Users' Committee Members or other residents</p>	PERMITTED

MSSS directives 2020-05-19.

Updated on 11/06/2021, changes are highlighted in **YELLOW** and effective as of Monday, June 14th, 2021.

Private services offered within the Wales like a Hairdresser with a designated Salon	PERMITTED	
	<ul style="list-style-type: none"> Waiting room permitted while respecting a two-meter distance between residents. 	
Private services hired by the residents: footcare, hairdresser, or cleaning service in the resident's room or apartment	PERMITTED	
	<ul style="list-style-type: none"> Limit to one service per day per resident. 	
Volunteers	PERMITTED WITH CONDITIONS:	
	<ul style="list-style-type: none"> Limit number of volunteers per day. Volunteers known to the facility (stable and regular). MANDATORY PCI training. 	
Construction, repair, or renovation workers	PERMITTED	
Resident laundry done by family members	PERMITTED	
Deliveries for residents like food, purchases, and goods brought in by family members	PERMITTED	
	<ul style="list-style-type: none"> Primary caregivers and visitors can bring goods to residents while visiting. No quarantine or disinfection required. Hand hygiene (visitor and resident) is required before and after manipulation of goods. 	
Temporary admissions - convalescence and respite	PERMITTED	N/A
Residents		
Walking on the grounds	PERMITTED	
Monitoring of symptoms	DAILY	
	<ul style="list-style-type: none"> Screening of symptoms without temperature verification unless necessary. 	
Meals in the Dining Room	PERMITTED	
	<ul style="list-style-type: none"> Maximum of four residents per table. Ensure a 1.5-metre distance between each table. Hand hygiene before and after meals, hand sanitizer when entering the dining room for RPA residents. Masks and distancing to circulate to the dining room and to the tables, no gathering at the entrance. 	
INDOOR physical and entertainment activities such as music therapy, and zootherapy	PERMITTED	
	<ul style="list-style-type: none"> Wear a mask and maintain a 1.5-metre distance during the activity while seated, two-metres if standing. Maximum of twenty-five people (including employees/volunteers) attending the activity. 	

	<ul style="list-style-type: none"> • Hand hygiene is required when entering the activity room or space. • Shared objects are permitted with disinfection of items before and after the activity. • Disinfection of material between usage. • Regular disinfection of high touch surfaces. • MANDATORY PCI training for external service providers.
<p><u>OUTDOOR</u> physical or entertainment activities</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Under employees' or volunteers' supervision • Maximum of twenty-five residents • Wear a mask while circulating. • If a two-metre distance is maintained during the activity while seated, RESIDENTS can remove their masks. If distancing is not possible, masks must remain on. • To share objects: hand hygiene is required before and after the activity. • Disinfection of material between usage.
<p>Musical concerts or singers (<u>NO</u> wind instruments) for indoor or outdoor entertainment</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Wear a mask and maintain a 1.5-metre distance while seated. • Masks can be removed OUTSIDE ONLY, once seated, if distance is respected. • Hand hygiene is required when entering the activity room or space. • No sharing of objects. • Disinfection after activity.
<p>Bingo while seated</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Wear a mask and maintain a 1.5-metre distance. • Hand hygiene is required when entering the activity room or space. • No sharing of objects. • Disinfection after activity.

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<p style="text-align: center;">Therapeutic Pool</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Hand hygiene before going in the pool area. • Maintain a two-metre distance. • Wear a mask, except when in the pool. • Dressing room is open: one resident at a time to respect distancing. • Disinfection required after use. 	
<p style="text-align: center;">Library and living room</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Maintain a two-metre distance. • Wear a mask. • Perform hand hygiene before entering and when leaving the room. • Disinfect shared objects after use. • Disinfect high-touch surfaces. 	
<p style="text-align: center;">Cinema room</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Maintain a two-metre distance. • Wear a mask. 	
<p style="text-align: center;">Billiards room</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Maintain a two-metre distance. • Wear a mask. • Disinfect objects after each use. 	
<p style="text-align: center;">Day Center</p>	<p style="text-align: center;">PERMITTED</p>	<p style="text-align: center;">N/A</p>
<p style="text-align: center;">Spiritual Services</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Maintain a two-metre distance. • Wear a mask. • Do not share objects. • Disinfection required after service. 	
<p style="text-align: center;">Day outings including restaurants and personal errands</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Must follow Public Health regulations for the general population <i>(for example, maximum two adults at a restaurant)</i> 	
<p style="text-align: center;">Outings for less than twenty-four hours like medical and notary appointments</p>	<p style="text-align: center;">PERMITTED</p>	

<p>Visits to family members' or friends' homes (private gatherings) <u>INSIDE</u> (regardless of the length of time)</p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Must follow Public Health regulations for the general population (limited to the occupants from two different addresses. Please note that the resident counts as one address and the homeowner counts as the second). • Respect a two-meter distance. Must wear a mask when distancing is not possible.
<p>Visits to family members' or friends' homes (private gatherings) <u>OUTSIDE</u></p>	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Must follow Public Health regulations for the general population (maximum of eight people or two addresses including the resident). • Respect a two-meter distance. Must wear a mask when distancing is not possible.
Employees	
<p>Change of clean clothes before and after each shift</p>	MANDATORY

***PRIMARY CAREGIVERS** are 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.

****VISITORS** are persons who wish to visit but are not considered primary caregivers.

PPE: personal protective equipment

PCI training: prevention and control of infection training

PLEASE NOTE: since the Wales has two entities, the CHSLD and the RPA, and shares common areas for residents like the Therapy Room and Therapeutic Pool, and employees from both entities share break rooms, we must apply Public Health measures for CHSLDs since this entity has more beds than the RPA.

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