

Cleveland, Wednesday, June 23rd, 2021

Family Members

RE: FIFTY-SEVENTH WALES COVID-19 UPDATE

Dear Family Members,

Our collective efforts are paying off; the Estrie will transition from the Yellow to Green Level on the COVID-19 Regional Alert and Gradual Response System. The changes are highlighted in yellow in the table below and take effect on Monday, June 28th, 2021.

If you are vaccinated against COVID-19 but did not receive proof of vaccination, please visit <https://covid19.quebec.ca/PreuveVaccinale>. You will be able to download your Quick Response (QR) code proof that you can either print or save on your mobile device.

Visitors *must* register in the visitor log at Door Number One, *even* when visiting outside. If multiple people are visiting at the same time, *each* visitor must sign the log, *including* children. Primary caregivers and visitors visiting in groups must be monitored by the Visit Coordinator, therefore these visits are designated at Door Number One *only*. Individual visits can be done anywhere on the Wales grounds. When visiting *outside* and while *seated*, residents and visitors can remove their mask *if* they maintain a two-metre distance. If not and when circulating, masks must be worn.

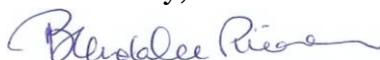
To access the back of the Wales, including the petting zoo and pond, CHSLD primary caregivers and visitors are authorized to use Door Number Nine in the Main Living Room Solarium. Remaining in the Main Living Room is not permitted, as the space is designated for residents. While circulating to Door Number Nine, please make sure you distance from others and go straight outside.

Recently, a still-smoking cigarette butt was found in the mulch by the Visitor Parking Lot. Thankfully, a Maintenance Department employee noticed that the mulch was smouldering and watered the area several times to ensure a fire would not ignite. Please treat our property as you would like yours treated. Thank you for your cooperation.

The CHSLD Wales recently revised its policy on personal fridges. The new policy allows residents to have a small compact fridge of no more than 2.7 cubic feet in their rooms. Perishable foods brought in by visitors will no longer be kept in the Wales fridges. Temperature monitoring, disposal of expired food, and cleaning procedures will be completed by the resident or their family member. If residents and their families do not comply with the policy, the right to own a personal fridge will be suspended. A copy of the full policy can be viewed in the July edition of *The Chatter*.

We would like to express our sincere gratitude to healthcare providers who protect others and promote a healthy community. 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.

Sincerely,



Brendalee Piironen, Executive Director
bpiironen@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 One (Green)	
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, CIUSSE-CHUS, MAPAQ	PERMITTED	
Ministerial visits	PERMITTED	
Access to the Wales for visits and outings		
Primary caregivers* and visitors** (please see the definitions below):		
Visiting hours (reminder)	<p style="text-align: center;">NO CHANGES</p> <ul style="list-style-type: none"> • Thursdays from 9:00 a.m. to 11:45 a.m., 12:30 p.m. to 5:00 p.m., 5:45 p.m. to 8:00 p.m. • Friday to Wednesday from 9:00 a.m. to 11:45 a.m., 12:30 p.m. to 5:00 p.m. • Hours do not change on statutory holidays. • The Visit Coordinator <i>must</i> be at Door Number One when visitors sign in and out. If visitors stay during meals, therefore, they must wait for the Visit Coordinator's return prior to leaving the building. • Visitors must be outside the building BEFORE the end of visiting hours, so prior to 8:00 p.m. on Thursdays and before 5:00 p.m. any other day. 	
Inside the resident's room	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Maximum of ten people inside a room, including resident(s). • People from different addresses must be able to respect a two-meter distance from each other and from the resident to be permitted to visit at the same time in a resident's room. • Masks must be worn constantly. 	
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 NINE people, including primary caregivers* and visitors** AT A TIME, at designated spaces ONLY, as employee supervision is required. • Group outdoor visits are authorized at Door Number One ONLY, at the picnic tables or lounge area, and each visitor must register in the visitor log. • No limit of visits per resident per day. • Wear a mask OR 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"> • Wear a mask OR maintain a two-metre distance constantly. • Not permitted if a resident is under isolation.
Others	
<p>Regular interdisciplinary team professionals: Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist</p>	<p style="text-align: center;">PERMITTED</p>
<p>External Professionals: Dentist, Orthotist, Podiatrist</p>	<p style="text-align: center;">PERMITTED</p>

MSSS directives 2020-05-19.

Updated on 2021-06-23, changes are highlighted in **YELLOW** and effective as of Monday, June 28th, 2021.

Users' Committee Members or other residents	PERMITTED	
Private services offered within the Wales like a Hairdresser with a designated Salon	PERMITTED <ul style="list-style-type: none"> • While respecting infection prevention measures. • 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"> • No limitation of services. • While respecting infection prevention measures. 	
Volunteers	PERMITTED <ul style="list-style-type: none"> • No limitation of volunteers. • While respecting infection prevention measures. 	
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 minimum of 1.5-metres 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. • Surveillance by employees to ensure above measures are respected by residents. 	

<p><u>INDOOR</u> physical and entertainment activities such as music therapy and zootherapy</p>	<p>PERMITTED</p> <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. • Hand hygiene is required when entering the activity room or space. • Shared objects are permitted with disinfection of items before and after the activity. • Regular disinfection of high touch surfaces.
<p><u>OUTDOOR</u> physical or entertainment activities</p>	<p>PERMITTED</p> <ul style="list-style-type: none"> • Under employees' or volunteers' supervision • Maximum of FIFTY residents • Wear a mask while circulating. • Masks can be removed once seated <u>if</u> a two-metre distance is respected. If distancing is not possible, masks must remain on. • Shared objects are permitted with disinfection of items before and after the activity. • Hand hygiene is required upon resident's entrance after an outdoor activity.
<p>Musical concerts or singers (<u>NO</u> wind instruments) for indoor or outdoor entertainment</p>	<p>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. If distancing is not possible, masks must remain on. • Hand hygiene is required when entering the activity room or space. • No sharing of objects. • Disinfection after activity.
<p>Bingo while seated</p>	<p>PERMITTED</p> <ul style="list-style-type: none"> • Wear a mask and maintain a 1.5-metre distance.

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	<ul style="list-style-type: none"> • Hand hygiene is required when entering the activity room or space. • No sharing of objects. • Disinfection after activity.
Therapeutic Pool	<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.
Library and living room	<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.
Cinema room	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Maintain a two-metre distance. • Wear a mask.
Billiards room	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • Maintain a two-metre distance between participants. • Wear a mask. • Disinfect room and objects after each use.
Day Center	<p style="text-align: center;">PERMITTED</p> <p style="text-align: center;">N/A</p>
Spiritual Services	<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.
Day outings including restaurants and personal errands	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> • To avoid a fourteen-day quarantine upon return, Public Health regulations must be followed for the general population (<i>for example, maximum three households or ten people at a restaurant</i>)

<p>Outings for less than twenty-four hours like medical and notary appointments</p>	<p>PERMITTED</p>
<p>Visits to family members' or friends' homes (private gatherings) <u>INSIDE or OUTSIDE</u>, regardless of the length of time</p>	<p>PERMITTED</p> <ul style="list-style-type: none"> • To avoid a fourteen-day quarantine upon return, Public Health measures must be followed for the general population: limited to maximum three households or ten people. Please note that the resident counts as one address and the homeowner counts a second. • Respect a two-meter distance. Must wear a mask when distancing is not possible.
<p>Employees</p>	
<p>Change of clean clothes before and after each shift</p>	<p>RECOMMENDED BUT NOT MANDATORY</p>

***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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