

Cleveland, Wednesday, March 16th, 2022

Residents, Employees, and Family Members

RE: 101ST WALES COVID-19 UPDATE

Dear Residents, Employees, and Family Members,

According to the new government measures, visitors no longer need to present their vaccine passports to enter senior care facilities. A Visit Coordinator will be available tomorrow, but the new rules are effective immediately. Please read the below bullet points *carefully*, as regulations are different depending on if you are visiting the RPA or the CHSLD:

- **RPA (Central, Manning, Shaw):** Visitors no longer need to register and thus can enter via the door of their choice.
- **CHSLD (Norton):** Visitors must *continue* to register at Door Number One, even though we no longer have a Visit Coordinator. Visitors are expected to use the honour system and do their part to protect our most vulnerable clientele.

No matter what unit you plan to visit, you must wear your mask for the *entirety* of your visit, meaning eating and drinking are *not* authorized. Masks will be available at your chosen entrance; please continue to wash or sanitize your hands and change your mask upon entry. Two-metre physical distancing still applies during visitation.

We are happy that visiting hours are no longer restricted; you may visit at any time appropriate to the resident. If you have cold, flu, or COVID-19 symptoms, please refrain from visiting and stay home.

We understand that some family members and employees are uneasy about how quickly the government is lifting measures; we too have concerns. Although many restrictions are loosening, the Wales will continue to strictly apply the visitation rules to protect our residents and employees. According to an article published by Radio-Canada yesterday evening, the Centre d'hébergement Frederick-George-Heriot in Drummondville is experiencing a catastrophic COVID-19 outbreak; seventy-six residents and fifty-four employees are currently positive for the virus. They are experiencing serious staff shortages that are impacting care and the outbreak's source is currently unclear. Terrifying examples such as this one demonstrates why we must continue to be vigilant, even while navigating fewer restrictions. To effectively protect our residents, any visitor who does not comply with the above measures will have their visiting privileges revoked as per the Health Minister's regulation.

Thank you for doing your part to protect our residents. We are so grateful for your understanding and cooperation in this difficult time, not to mention the joy that your visits bring to our residents. We will continue to provide updates and will promptly notify you of changes. Please feel free to visit our website for more information at <https://waleshome.ca/all-the-news>.

Kindest regards,



Brendalee Piironen
Executive Director, Résidence Wales Home and CHSLD Wales Inc.
bpironen@waleshome.ca
819-826-3266 extension 247

Applicable Directives for the Wales – Updated on Wednesday, March 16th, 2022

VISITATION

RPA (CENTRAL, MANNING, AND SHAW)

- Maximum of ten visitors per day
- Visitors *are* permitted in common areas and there are no restrictions on the number of visitors at a time while respecting physical distancing
- Visitors may enter through the door of their choice
- Visitors must wash or sanitize their hands and replace their mask for a procedural one provided by the Wales upon entry

CHSLD (NORTON)

- Maximum of ten visitors per day
- Visitors *are* permitted in common areas and there will be no restrictions on the number of visitors at a time while respecting physical distancing
- Visitors must enter through Door Number One and register in the Visitor Log
- Visitors must wash or sanitize their hands and replace their mask for a procedural one provided by the Wales upon entry

VISITING PETS

PERMITTED

VISITS TO A RESIDENT ON ISOLATION AND/OR ON A UNIT WITH AN OUTBREAK

- PERMITTED** with the following directive:
- A maximum of *four* primary caregivers must be identified for each resident, and only *one* will be authorized to visit per day. They must be trained on proper personal protective equipment use. This person can visit multiple times in the same day

OUTINGS

OUTINGS

PERMITTED

- Please follow general population measures

TRANSPORTATION

Vehicle passengers must wear masks

AMONG WALES RESIDENTS

MASKS

RPA

CHSLD

MANDATORY in common areas

NOT MANDATORY unless the resident leaves the unit

ACTIVITIES, MEALS, AND AMENITIES

RPA MEALS IN THE DINING ROOM	PERMITTED with the following directives: <ul style="list-style-type: none"> • Avoid large groups in the elevator and when entering the Dining Room • Masks can be removed while eating and drinking • A one-metre distance must be maintained between tables • No visitors are permitted during meals 	
ENTERTAINMENT	PERMITTED	
SINGERS	PERMITTED	
THERAPEUTIC POOL	PERMITTED	
LIBRARY/CINEMA/BILLIARDS ROOM	PERMITTED	
OTHER		
Interdisciplinary and external professionals	PERMITTED	
USERS' COMMITTEE MEETINGS	PERMITTED	
PRIVATE SERVICES like Hairdressers and Massage Therapists	PERMITTED with the following directives: <ul style="list-style-type: none"> • Masks must be worn during appointments • Waiting rooms are permitted while respecting two-metre distancing 	
PRIVATE SERVICES in bedrooms or apartments	PERMITTED <ul style="list-style-type: none"> • Masks must be worn during services 	
VOLUNTEERS	PERMITTED <ul style="list-style-type: none"> • Follow sanitary measures 	
CONSTRUCTION EMPLOYEES	PERMITTED	
LAUNDRY DONE BY FAMILY MEMBERS	PERMITTED	
DELIVERIES	PERMITTED	
GOVERNMENT VISITS	RPA	CHSLD
	ACCREDITATION CANADA EVALUATIONS PERMITTED	ACCREDITATION CANADA EVALUATIONS SUSPENDED until March 31 st , 2022
	CERTIFICATION VISITS PERMITTED	MSSS VISITS PERMITTED