

Cleveland, Thursday, October 15th, 2020

Family Members

RE: TWENTY-SECOND WALES COVID-19 UPDATE

Dear Family Members,

The entire Wales team recognizes how difficult the last eight months have been for you. We realize the situation is not ideal, but we have managed COVID-19's challenges and helped ensure our residents' and employees' safety. We are now in COVID-19's second wave; we need to remain vigilant and continue following Public Health authorities' advice to ensure those who are most vulnerable to this virus stay safe.

Public Health recently amended visitation measures for senior care facilities. We have modified and attached the document to this letter; updates are published in red. Please note: Apartment residents cannot appointment their housekeeper as their primary caregiver.

Please be informed that, due to the pandemic and the regulations currently in place, the influenza vaccine will be offered exclusively to residents and employees this year. Please see the attached letter from our Director of Health Services on this subject.

We realize families have many questions regarding visits. On October 1st, 2020, we issued a *Frequently Asked Question* document to help answer your inquiries and have attached the updated version to this letter. We have highlighted questions that are often not respected. Family members are not permitted to stop at the nursing station to ask questions; you must go directly to the resident's room and remain there until you leave.

Visiting Hours for Natural Caregivers:

- Friday to Wednesday: 9:00 a.m. until 11:45 a.m., 12:30 p.m. until 5:00 p.m.
- Thursday: 9:00 a.m. until 11:45 a.m., 12:30 p.m. until 5:00 p.m. and 5:45 p.m. until 8:00 p.m. (*Please note there is no visitation during resident mealtimes*)

We continue to offer virtual visits through our System Administrator, Chase Clifford. Should you require assistance, please contact him at cclifford@waleshome.ca or 819-826-3266 extension 264.

Thank you for keeping our residents and employees safe. Should you have any questions, please do not hesitate to contact us.

Sincerely,



Brendalee Piironen
Executive Director
bpiironen@waleshome.ca
819-826-3266 extension 247
Cellular: 819-570-5587

<u>FREQUENTLY ASKED QUESTIONS</u>	<u>OUTDOOR VISITS</u>	<u>INDOOR VISITS</u>
I am a primary caregiver living in a red zone, can I still visit?	<u>NO</u>	<u>NO</u>
I am a primary caregiver; can I bring my children to visit?	<u>NO.</u> Visits are authorized for the primary caregiver <i>only</i> .	<u>NO.</u> Visits are authorized for the primary caregiver <i>only</i> .
Can I bring my dog when I visit?	<u>NO</u>	<u>NO</u>
The resident has difficulty hearing. Can I remove or pull down my mask while talking?	<u>NO;</u> there are <i>no</i> exceptions to the mandatory mask rule.	<u>NO;</u> there are <i>no</i> exceptions to the mandatory mask rule.
Can I eat or drink during my visit?	<u>NO</u>	<u>NO</u>
Can I smoke while visiting?	<u>NO</u>	N/A
Can I bring food to the resident?	N/A	<u>YES,</u> store bought and nonperishable food <i>only</i> . Items must be <i>left at door number one</i> for twenty-four hours and will be disinfected prior to delivery by an authorized employee. Please identify the bag with the resident's <i>name and the date</i> <u>NO</u> homemade goods.
Can I bring the resident clothes?	N/A	<u>YES,</u> items must be <i>left at door number one</i> for seventy-two hours and will be delivered by an authorized employee. Please identify the bag with the resident's <i>name and the date</i> .
Can I take the resident's laundry home?	N/A	<u>NO.</u> Laundry must be done on site at the Wales
Can I bring my purse, phone, and car keys to the resident's room?	<u>NO</u>	
Do I have to call to reserve visitation time slots?	<u>NO</u>	<u>NO</u>
Do I have to register at door number one?	<u>YES</u>	<u>YES</u>
Can I enter at door number three for my visit?	N/A	<u>NO.</u> Visitors must enter at door number one only - no exceptions.
Can I visit in common areas inside the Wales?	N/A	<u>NO.</u> Socializing in hallways or common areas like the Dining Room, Living Room, and Solariums is prohibited. Visitors must go <i>directly</i> to the resident's room and <i>remain</i> there for the entire visit.

Can I meet with the Nurse during my visit?	N/A	<u>NO</u> , you must communicate with the Nurse via telephone.
Can I hug or shake the resident's hand during our visit?	<u>NO</u> , unless the resident requires assistance like pushing a wheelchair or repositioning. Please respect a two-meter physical distance.	<u>NO</u> , please respect a two-meter physical distance.
Do I have to wash my hands?	<u>YES</u> , <i>before</i> entering the building to register and in the washroom at door number one.	<u>YES</u> , the same regulations as outdoor visits apply as well as <i>before</i> entering the room and <i>before</i> leaving the room.
Can I bring the resident to the restaurant?	<u>NO</u> ; residents are not authorized to go to the restaurant or any other public spaces. <i>They must reduce activities to essential services only, like groceries the pharmacy, and medical appointments.</i>	
Can I accompany the resident to their medical appointments?	<u>YES</u> . Residents will be brought outside to door number one and must sit in the back of the car when possible. Both the driver and resident must wear their masks.	
Does the resident isolate for fourteen days after going to the hospital?	Isolation is required if the resident is at the hospital, either the emergency room or hospitalized, for <i>over twenty-four hours</i> .	
Can I visit the resident if they are on a fourteen-day isolation period?	N/A	<u>YES</u> ; <i>one designated visitor</i> can come while respecting protective equipment protocols.
Can my family member still have external service providers in their room, like housekeeping services for Apartment residents?	N/A	<u>NO</u> , <i>only</i> the primary caregiver may visit the resident.
Can the resident come to my house for a visit?	<u>NO</u> , residents may only leave the building for <i>essential</i> outings like groceries, the pharmacy, and medical appointments.	

Directives applicable to the Wales					
Measures	New Normal		Additional Measures		
	Level One: Vigilance	Level Two: Early Warning	Level Three: Alert	Level Four: Maximum Alert	Preventative Isolation or Seclusion due to an outbreak (minimum of two confirmed cases at the Wales)
Access to the Wales for visits and outings					
Primary caregiver: please see the definition below*					
Inside the building, in the resident's room.	Permitted: Maximum two people at a time	Permitted: Maximum two people at a time	Permitted: Maximum two people at a time	Permitted: Maximum one person at a time	Permitted: Maximum one person at a time
Inside the building in common areas like dining rooms, hallways, living rooms, etc.	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
On the Wales grounds	Permitted: Maximum of two people at a time	Permitted: Maximum of two people at a time	Permitted: Maximum of two people at a time	Permitted: Maximum of two people at a time	Not permitted, unless authorized by the Infection Prevention and Control (IPC) team
Visitors: any person who wishes to visit but is not a primary caregiver					
Inside the building, in the resident's room	Permitted: Maximum of two people at a time with a maximum of four people within a twenty-four-hour period	Permitted: Maximum of two people at a time with a maximum of four people within a twenty-four-hour period	Not permitted	Not permitted	Not permitted, unless authorized by the IPC team; please refer to the palliative care visit guidelines
Inside the building in common areas like dining rooms, hallways, living rooms, etc.	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
On the Wales grounds	Permitted: Maximum of two people at a time with a maximum of four people within a twenty-four-hour period	Permitted: Maximum of two people at a time with a maximum of four people within a twenty-four-hour period	Not permitted	Not permitted	Not permitted, unless authorized by the IPC team; please refer to the palliative care visit guidelines
Others					
Regular interdisciplinary team professionals (Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist)	Permitted	Permitted	Promote virtual consultations and interventions; otherwise, adjust frequency according to residents' needs	Promote virtual consultations and interventions; otherwise, adjust frequency according to residents' needs	Promote virtual consultations and interventions: essential services only
External Professionals (Dentist, Orthotist, Podiatrist)	Permitted	Permitted	Promote virtual consultations and interventions; otherwise, adjust frequency according to residents' needs	Promote virtual consultations and interventions; otherwise, adjust frequency according to residents' needs	Promote virtual consultations and interventions: essential services only
Users' Committee Members or other residents	Permitted: Promote virtual meetings	Permitted: Promote virtual meetings	Not Permitted: Virtual meetings only	Not Permitted: Virtual meetings only	Permitted if outbreak is localised

**Primary caregivers are any family members or friends who provide support on a continuous or occasional basis to a resident who has temporary or permanent incapacities, and with whom they share an affectionate relationship. The help is non-professional, informal, and may be physical, psychological, psychosocial, or other. The aid can be provided in different capacities, such as by supplying personal care, emotional encouragement, or organizing personal interests.*

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Measures	New Normal		Additional Measures		
	Level One: Vigilance	Level Two: Early Warning	Level Three: Alert	Level Four: Maximum Alert	Preventative Isolation or Seclusion due to an outbreak (minimum of two confirmed cases at the Wales)
Private services offered within the Wales (i.e., Hairdresser with designated Salon)	Permitted	Permitted	Permitted	Not Permitted	Not Permitted
Person hired by the resident or their family member (i.e., paid companion)	Permitted	Permitted	Not Permitted	Not Permitted	Not Permitted
Volunteers	Permitted	Permitted	Not Permitted	Not Permitted	Not Permitted
Construction, repair, or renovation workers	Permitted	Permitted	Permitted to complete existing work or essential repairs	Not permitted, unless repairs or maintenance is necessary to ensure safety and security	Not permitted, unless repairs or maintenance is necessary to ensure safety and security
Resident laundry done by family members	Permitted	Permitted	Not Permitted	Not Permitted	Not Permitted
Deliveries for residents (e.g., food, purchases, etc.) and goods brought by family members	Permitted	Permitted	Permitted with secure delivery mechanisms: drop-off at door number one, disinfection of packaging or container and delivery to resident according to IPC measures.	Permitted with secure delivery mechanisms: drop-off at door number one, disinfection of packaging or container and delivery to resident according to IPC measures.	Permitted with secure delivery mechanisms: drop-off at door number one, disinfection of packaging or container and delivery to resident according to IPC measures.
Temporary admissions (i.e., convalescence, respite)	Permitted	Permitted	Not permitted, unless due to an emergency and with a fourteen-day isolation period.	Not permitted, unless due to an emergency and with a fourteen-day isolation period.	Not Permitted
Residents					
On the grounds	Permitted	Permitted	Permitted with supervision	Permitted with supervision	Not permitted
Monitoring of symptoms	Daily	Daily	Daily	Daily	Daily and adjusted according to clinical guidelines
Meals in the Dining Room	While respecting the two-metre physical distancing	While respecting the two-metre physical distancing	While respecting the two-metre physical distancing	While respecting the two-metre physical distancing	Not permitted
Meals in residents' rooms	Not recommended, unless preferred due to the resident's individual condition	Not recommended, unless preferred due to the resident's individual condition	Not recommended, unless preferred due to the resident's individual condition	Necessary	Necessary, unless authorized by the IPC team
Group activities inside the building or on the grounds	Permitted while respecting the two-metre physical distancing	Permitted while respecting the two-metre physical distancing	Permitted while respecting the two-metre physical distancing	Not permitted	Not permitted, unless the necessary resources are available
Outdoor walks alone	Permitted: Supervision may be required, depending on the resident's condition	Permitted: Supervision may be required, depending on the resident's condition	Permitted: Supervision may be required, depending on the resident's condition	Permitted on the Wales grounds only, or with supervision if off the grounds	Not permitted, unless authorized by the IPC team
Outings (i.e., restaurants, errands)	Permitted: Supervision may be required depending on the resident's condition	Permitted: Supervision may be required depending on the resident's condition	Not permitted	Not permitted	Not permitted

Directives applicable to the Wales					
New Normal		Additional Measures			
Measures	Level One: Vigilance	Level Two: Early Warning	Level Three: Alert	Level Four: Maximum Alert	Preventative Isolation or Seclusion due to an outbreak (minimum of two confirmed cases at the Wales)
Outings for less than twenty-four hours (e.g., medical appointments)	Permitted	Permitted	Please limit outing frequency	Please limit outings to essential appointments	Not permitted
Visits to family members or friends' homes	Permitted	Permitted	Please limit outings to essential services	Not recommended: Maintain social contact through virtual visits, phone calls, etc. Allowed only in exceptional circumstances to preserve integrity and residents' health: <ul style="list-style-type: none"> - If essential for the resident - If they are from the same alert level zone - At a significant person's home (e.g., child, partner, etc.) 	Not permitted

Cleveland, October 13th, 2020

Dear family members and volunteers,

Please be informed that due to the pandemic and the current regulations in place, it will not be possible for volunteers, family members and/or the primary caregivers to receive the flu shot at the Wales Home. It will be offered exclusively to residents and employees.

We apologize for this situation, and we hope to be able to proceed as usual next year.

Vaccination clinics will be opening in November, but you can already plan your appointment. I invite you to take an appointment with your family doctor, your pharmacist, or through the **website below** where you can obtain a free appointment. I strongly recommend receiving the vaccine on regular terms, but especially during these difficult times. We have enough to deal with during this Covid-19 crisis. If we are all vaccinated against the flu, we will not lose energy fighting against Influenza.

For an appointment to receive your flu shot: <https://portal3.clicsante.ca/>

During your appointment, you must:

- *Wear a mask or face covering (required)*
- *Show up to your appointment alone (unless there are exceptions)*
- *Show up at the exact time of your appointment (early arrivals will not be accepted)*
- *Disinfect your hands at the entrance*
- *Observe the respiratory label*
- *Maintain a physical distance of 2 meters from others*
- *Obey traffic signs*
- *Bring your health insurance card*
- *Wear short-sleeved clothing*

Thank you everyone for your kindness,


Vicky Gingras

Director of Health Services
819 826-3266 ext. 224