

Cleveland, Thursday, October 1st, 2020

Family Members

RE: TWENTY-FIRST WALES COVID-19 UPDATE

Dear Family Members,

I want to thank you for your ongoing support and would like to share the following updates. Yesterday, Public Health announced that the Estrie had the most cases in a single month since the start of the pandemic with 521 positive cases in September. Our government announced 838 new cases province-wide and 262 hospitalizations, including forty-three in intensive care. These numbers are alarming as they include over fifty new admissions to our fragile hospital system in the last two days alone.

Visiting Your Loved Ones

As you may be aware, the province released updated guidelines yesterday for visits to long-term care facilities. The amended COVID-19 regulations, effective today, outline requirements to safely receive visitors while protecting residents, employees, and family members from COVID-19.

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. New regulations do not permit general visitation at the Résidence Wales Home or CHSLD Wales Inc.; only *primary caregivers* are authorized to visit, and we asked you to mandate *one* person to visit each resident. The primary caregiver cannot be changed or alternated unless authorized by our Director of Health Services, Vicky Gingras, who can be reached at 819-826-3266 extension 224 or vgingras@waleshome.ca. Visitors must adhere to Public Health directives to be permitted to visit; failure to comply will result in *immediate* termination of visits. See the updated table below to know what *is* and *is not* acceptable.

Updated Visiting Hours

- 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. Please note that Chase will be on vacation next week.

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
bpironen@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.	