

Cleveland, Friday, October 30th, 2020

Family Members

RE: TWENTY-THIRD WALES COVID-19 UPDATE

Dear Family Members,

The evolving pandemic has led Québec to tighten restrictions across the province and we must continue to protect our residents. Public Health limited visitation measures for senior care facilities to *one* family member per resident unless for humanitarian purposes. The latest regulations state that children aged two and over must wear a mask when visiting seniors' facilities; in our case, this scenario would only occur for humanitarian visits. Please see the visitor's grid below for the updates in *red*.

Residents admitted to a CHSLD for a transition cannot be relocated to the facility of their choice while they are living in an orange or red zone. As the CHSLD Wales is in the Estrie, we are currently designated an orange zone, so residents who are admitted to the Wales on transition must remain here until the Estrie goes back to the yellow zone.

Benefits for natural caregivers:

As of September 27th, 2020, through Employment Insurance, natural caregivers could receive financial assistance of up to fifty-five percent of their earnings, to a maximum of \$573.00 per week. These benefits can help you take time away from work to provide care or support to your family member. As a caregiver, you do not have to be related to or live with the person you support (<https://www.canada.ca/en/services/benefits/ei/caregiving.html>).

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. Please note that due to popular demand, these video chats should not exceed thirty minutes.

Your cooperation continues to be our best defense in preventing the type of outbreaks that have proven so devastating at other long-term care facilities. We will revisit restrictions as the situation evolves and keep you informed of Public Health measures.

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

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: Primary caregiver only	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: Primary caregiver only	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.

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)
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
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

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)
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