

Cleveland, Friday, September 25<sup>th</sup>, 2020

Family Members

**RE: TWENTIETH WALES COVID-19 UPDATE**

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Dear Family Members,

Over the past couple weeks, positive COVID-19 cases have steadily increased in our province. Today, Québec reported its highest number of new cases since early June. Infection rates are rising, particularly among young adults, and Public Health officials theorize that private gatherings in homes and backyards with families and friends are to blame, since practices like physical distancing and mask wearing are more easily forgotten in these settings.

The Wales has worked hard to respond to the pandemic's challenges over the past several months, and we must do what we can to disrupt the virus's progress in our community. The Estrie is currently at Regional Alert and Intervention level two, the yellow "Early Warning" zone, which means we can maintain activities like outings and visits with maximum two people at a time and a maximum of four people in a twenty-four-hour period in compliance with specific measures. Preparation for various scenarios is, however, important. We are readying for the possibility that the Estrie will be declared level four, the red "Maximum Alert" zone. Please see the attached grid for more details.

Should our area be declared a Red Zone, we will be required to close to general visitors; only one representative per resident, the primary caregiver, will be permitted visitation other than for humanitarian purposes. We will compile a list for our Visit Coordinators and only the individual identified as the primary visitor will be granted entry should we fall into the Red Zone. Please provide the primary visitor's name for your loved one to Health Services Assistant Erica Vander Wal at 819-826-3266 extension 248 or by email at [evanderwal@waleshome.ca](mailto:evanderwal@waleshome.ca).

We recently drafted a Contingency Plan to:

- Control the spread of disease and reduce morbidity and mortality by providing access to appropriate prevention measures, care, treatment, and resources
- Ensure continuity and recovery of critical services
- Support an efficient and effective use of resources during response and recovery
- Ensure the Wales adheres to Public Health recommendations

Here is our current personal protective equipment and disinfection product stock:

Type of Equipment		Stock	
<b>Personal Protective Equipment</b>	Masks	Surgical	23,000
		N95	18
	Gloves	Vinyl	39,500
		Nitrile	9,000
		Reusable face shields	450
	Gowns	Reusable	650
Disposable		30	
<b>Disinfection Products</b>	Hand hygiene products		102 containers
	ZOCHLOR tablets		7 containers of 300 (24 ordered)
	Oxivir wipes		3 containers of 100 (30 ordered)
	960ml bottles of Oxivir		8 (16 ordered)
	BRUTAB tablets		6 containers

We are in this challenge for a long while yet, so please fight the urge to give in to pandemic fatigue, and please do not assume that contracting the virus is not serious. We are a community, and everyone's actions count. Please stay safe, and please do not forget the three *W*s: *W*ear a mask, *W*ash your hands, and *W*atch your distance.

Sincerely,



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Public Health Directives applicable to the Wales Home and CHSLD Wales Inc.					
Measures	New Normal		Additional Measures		
	Warning level 1	Warning level 2	Warning level 3	Warning level 4	Preventative Isolation/ Isolation due to outbreak (minimum of 2 confirmed cases in the CHSLD)
<b>Access to the Wales Home (Visits and outings)</b>					
<b>Primary caregiver (person who provides significant support and care on a regular basis)</b>					
Inside the building, in the resident's room	Permitted: Maximum 2 person at a time	Permitted: Maximum 2 person at a time	Permitted: Maximum 2 person at a time	Permitted: Maximum 1 person at a time	Permitted : Maximum 1 person at a time
Inside the building in common areas (dining room, hallway, living room etc.)	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
On the grounds of the Wales Home	Permitted Maximum of 2 person at a time	Permitted Maximum of 2 person at a time	Permitted Maximum of 2 person at a time	Permitted Maximum of 1 person at a time	Preventative Isolation or Isolation: Not permitted If outbreak is localised: not permitted, unless authorized by the PCI team
<b>Visitors (any person who wishes to visit but does not correspond to the definition of a primary caregiver)</b>					
Inside the building, in the resident's room	Permitted Maximum of 2 people at a time with a maximum of 4 people within a 24-hour period	Permitted Maximum of 2 people at a time with a maximum of 4 people within a 24-hour period	Not permitted	Not permitted	Preventative Isolation or Isolation: Not permitted If outbreak is localised: not permitted, unless authorized by the PCI team + refer to the guidelines for visits in palliative care
Inside the building in common areas (dining room, hallway, living room etc.)	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
On the grounds of the Wales Home	Permitted Maximum of 2 people at a time with a maximum of 4 people within a 24-hour period	Permitted Maximum of 2 people at a time with a maximum of 4 people within a 24-hour period	Not permitted	Not permitted	Preventative Isolation or Isolation: Not permitted If outbreak is localised: not permitted, unless authorized by the PCI team + refer to the guidelines for visits in palliative care
<b>Others</b>					
Regular interdisciplinary team professionals (Occupational therapist, TRP, social worker, nutritionist)	Permitted	Permitted	Promote consultations/interventions at a distance  Otherwise, adjust frequency according to the needs	Promote consultations/interventions at a distance  Otherwise, adjust frequency according to the needs	Promote consultations/interventions at a distance  Essential services only
External Professionals (dentist, orthotist, podiatrist)	Permitted	Permitted	Promote consultations/interventions at a distance	Promote consultations/interventions at a distance	Promote consultations/interventions at a distance  Essential services only

**Public Health Directives applicable to the Wales Home and CHSLD Wales Inc.**

New Normal		Additional Measures			
Measures	Warning level 1	Warning level 2	Warning level 3	Warning level 4	Preventative Isolation/ Isolation due to outbreak (minimum of 2 confirmed cases in the CHSLD)
			Otherwise, adjust frequency according to the needs	Otherwise, adjust frequency according to the needs	
User's Committee members or residents	Permitted Promote virtual meetings	Permitted Promote virtual meetings	Not Permitted Virtual meetings only	Not Permitted Virtual meetings only	Permitted if outbreak is localised
Private services offered within the Wales Home (i.e. hairdresser with designated office space)	Permitted	Permitted	Permitted	Not Permitted	Not Permitted
Person hired by the resident their relative (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 necessary to ensure safety and security	Not permitted, unless repairs or maintenance necessary to ensure safety and security
Resident's laundry done by family members	Permitted	Permitted	Not Permitted	Not Permitted	Not Permitted
Deliveries for residents (food, purchases, etc.) and goods brought by families	Permitted	Permitted	Permitted with secure delivery mechanism. Drop off at door #1, disinfection of packaging or container and handed over to resident in accordance with PCI measures	Permitted with secure delivery mechanism. Drop off at door #1, disinfection of packaging or container and handed over to resident in accordance with PCI measures	Permitted with secure delivery mechanism. Drop off at door #1, disinfection of packaging or container and handed over to resident in accordance with PCI measures.
Temporary admissions (i.e. convalescence, respite bed)	Permitted	Permitted	Not permitted – unless due to emergency and with 14-day isolation period	Not permitted – unless due to emergency and with 14-day isolation period	Not Permitted
<b>Residents</b>					
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 physical distancing of 2 meters	While respecting the physical distancing of 2 meters	While respecting the physical distancing of 2 meters	While respecting the physical distancing of 2 meters	Not permitted
Meals in resident's room	Not recommended, unless favored due to the resident's individual condition	Not recommended, unless favored due to the resident's individual condition	Not recommended, unless favored due to the resident's individual condition	Necessary if two-metre distancing cannot be respected during meals	Preventative Isolation or Isolation: Necessary If outbreak is localised: necessary, unless authorized by the PCI team
Group activities inside the building or on the grounds	Permitted While respecting the 2-meter physical distance	Permitted While respecting the 2-meter physical distance	Permitted While respecting the 2-meter physical distance	Not permitted	Not permitted: If outbreak is localised: Not allowed, unless the necessary resources are available

Public Health Directives applicable to the Wales Home and CHSLD Wales Inc.					
New Normal		Additional Measures			
Measures	Warning level 1	Warning level 2	Warning level 3	Warning level 4	Preventative Isolation/ Isolation due to outbreak (minimum of 2 confirmed cases in the CHSLD)
Outdoor walks alone	Permitted, supervision required or not depending on the resident's condition	Permitted, supervision required or not depending on the resident's condition	Permitted, supervision required or not depending on the resident's condition	Permitted only on the grounds of the establishment, or with supervision if off the ground	Not permitted If outbreak is localised: not permitted, unless authorized by the PCI team
Outings (i.e. restaurants, errands)	Permitted, with usual supervision	Permitted, supervision required or not depending on the resident's condition	Not permitted	Not permitted	Not permitted