



Cleveland, Tuesday, January 10<sup>th</sup>, 2023

Residents, Employees, Family Members, and Volunteers

**REGARDING: 143<sup>RD</sup> WALES COVID-19 UPDATE**

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Dear Residents, Employees, Family Members, and Volunteers,

The two Norton 3 residents who were symptomatic but tested negative for COVID-19 yesterday tested positive for the virus this morning. Their self-isolations were thus extended to the full ten days. There are currently eight positive cases among Norton 3 residents and one on Norton 1.

Today, I was informed that a Norton 3 family member visited recently without a mask in their loved one's room. Another family member has been repeatedly warned by our employees to keep their mask on while at the Wales. While these incidents may not sound serious for the general population, these careless actions have *severe* repercussions on your loved ones and our employees, as is evident by this current outbreak on Norton 3; one entire section of the unit is on isolation except for *two* residents.

We serve a vulnerable clientele here at the Wales and our employees work tirelessly to protect their physical and mental health. When visitors blatantly disrespect our simple regulations, the consequences are extremely costly, from a labour, financial, and emotional perspective. Personal protective equipment and disinfection costs skyrocket during an outbreak, not to mention the increased strain on our employees, who incidentally have been wearing procedural masks for their *entire* shift for the last *three* years with *no* complaints. These types of actions impact the residents drastically, in that they must isolate to their rooms until the virus run its course. From now on, *any* visitor seen disrespecting the below regulations will have their visit privileges revoked:

- Wearing a mask to enter the building
- Changing your mask to a clean procedural one provided by the Wales at the entrances
- Keeping the procedural mask over your nose and mouth for your *entire* visit
  - As you cannot remove your mask while at the Wales, eating and drinking are *not* permitted – masks cannot be lowered for *any* reason
- Frequent hand hygiene is important, either with soap and water in the residents' room, suite, or apartment or hand sanitizer, located throughout the common areas

We will keep you updated as this situation progresses. If you have any questions or concerns, please do not hesitate to contact me at the coordinates below or visit our website at <https://waleshome.ca/all-the-news>. Thank you for helping keep our residents and employees safe!

Sincerely,

A handwritten signature in blue ink that reads "Brendalee Piironen".

Brendalee Piironen  
Executive Director

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