

Cleveland, Friday, December 4th, 2020

Family Members

RE: TWENTY-FIFTH WALES COVID-19 UPDATE

Dear Residents, Family Members, and Friends,

We regret to inform you that we were notified *late this morning* of our first confirmed case of COVID-19 among our employees; this individual works in our CHSLD, on Norton 2. Please note that Norton 2 residents will be tested *this afternoon* and a mass testing will occur *tomorrow* for employees. Our residents' and employees' safety remains our top priority. In the event of a positive case among our residents, we will notify them directly and contact their representative. To reduce the spread and impact of COVID-19, we continue to follow Public Health measures. Until further notice, visitation is *suspended* for both the Résidence Wales Home and CHSLD Wales Inc.

Please rest assured we are in close communication with health officials to ensure we are taking the appropriate steps under the current circumstances. We understand that this situation is serious and might be frightening for most of you. We will continue to provide you with regular updates and will promptly notify you if we identify any additional employees or residents who test positive. Please do not hesitate to contact me with questions or concerns at 819-826-3266 extension 247 or bpiironen@waleshome.ca. You can also visit our website for updates at www.waleshome.ca/all-the-news.

Please communicate regularly with your loved ones via phone or video call. For those of you requiring assistance with virtual visits, please contact Chase Clifford, our System Administrator, at 819-826-3266 extension 264 or cclifford@waleshome.ca.

By respecting the necessary measures, we *will* combat this virus *together* and allow our Home to return to normal as quickly as possible. We will keep you informed of new developments as they arise. Thank you for your understanding and cooperation.

Sincerely,



Brendalee Piironen
Executive Director
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819-826-3266 extension 247