

Cleveland, Thursday, June 4<sup>th</sup>, 2020

Family Members

**RE: WALES COVID-19 UPDATE**

---

Dear Family Members,

I would like to thank you once again for your continued support during this extraordinary time. We are grateful for your understanding as we work together to protect our residents' and employees' health and safety.

**VISIT PROCEDURE:**

For both indoor and outdoor visit appointments, please call Health Services Assistant Ms. Erica Vander Wal at 819-826-3266 extension 248. If she does not answer, please *leave a message* with the following information:

- Your name and telephone number
- The name of the resident you wish to visit and indicate whether this visit will be your first since the pandemic's start

Ms. Myriam Elkas, our Visit Coordinator, will contact you within twenty-four hours during the week to schedule a visit from Monday to Friday, 8:00 a.m. to 4:00 p.m. including June 24<sup>th</sup> and July 1<sup>st</sup>; please book visits in advance as Ms. Vander Wal does not work on statutory holidays.

**NEW MEASURES IN SENIORS' FACILITIES:**

*Hairdressers* who previously had a salon in a seniors' residence are now authorized to resume services under the following conditions:

- They cannot work if they have any symptoms or if they were in contact with someone who tested positive or is under investigation for COVID-19
- They must follow the same measures as visitors:
  - Sign the visitor log at door number one
  - Wear a gown and mask
  - Proper hand hygiene, etc.
- They must remain in their salon; upon arrival at the Wales, they will go directly to the salon and stay there until they leave the Wales
- They must wear a visor or other type of eye protection
- They must provide service to one resident at a time; no one may wait in the salon for their appointment
- The hairdresser must provide a clean cape for each resident and *not* reuse between residents; capes must be washed after each use
- They must disinfect chairs, tables, doorknobs, scissors, combs, etc. between each resident
- They must ensure proper hand hygiene when a resident enters and leaves

Our Hairdresser, Réjeanne Richard, is expected to return Monday, July 6<sup>th</sup>, 2020. The following are measures for residents who have appointments with Réjeanne:

- Wash hands with soap and water before leaving their room
- Wear a mask or other face cover
- Use hand sanitizer when leaving the Salon
- Wash hands with soap and water upon returning to their room
- Go directly to the Salon and return to their room immediately after their appointment
- No personal belongings are to be brought to the Salon

**SOCIAL GATHERINGS:**

Residents are authorized to attend small gatherings of ten people or less outside of the Wales. If they do so, they must respect the following measures:

- If a family member is providing transportation, both the driver and the resident must wear a mask while in the car and the resident must sit in the back seat of the vehicle
- Residents must stay outside and respect two-metre distancing
- Residents must advise their LPN or Nurse prior to leaving and upon return
- Residents will be screened for symptoms for fourteen days after each outing

**RESULTS OF RESIDENT AND EMPLOYEE SCREENINGS:**

- Thirty residents tested negative for COVID-19
- Ninety-eight employees tested negative for COVID-19; two are pending results

**PERSONAL PROTECTIVE EQUIPMENT IN STOCK AT THE WALES:**

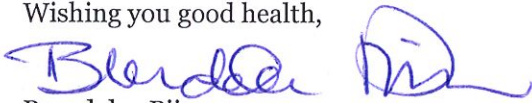
- Surgical masks: 6,900 – a sixty-day supply
- N95 masks: 20
- Washable gowns: 550
- Disposable gowns: 30
- Reusable face visors: 200 – 100 of these visors are a recent donation from a generous family member 😊

We continue to offer virtual visits through our System Administrator, Chase Clifford. These social calls are very enjoyable, and we are happy to offer this option to our residents and family members. Should you require assistance, please contact Chase at [cclifford@waleshome.ca](mailto:cclifford@waleshome.ca). As of today, 260 virtual visits have been scheduled.

If we continue to make these personal sacrifices, we can protect our residents, family members, friends, and neighbours from this serious virus. We have a collective responsibility to help control COVID-19's spread and enable the economy's gradual reopening.

Now more than ever, I am grateful for the strength, knowledge, and perseverance of our entire Wales team. I extend my great appreciation for their professional dedication and for their tireless commitment to the Wales Home and CHSLD Wales Inc.

Wishing you good health,



Brendalee Piironen  
Executive Director

[bpironen@waleshome.ca](mailto:bpironen@waleshome.ca)

819-826-3266 extension 247

819-570-5587