

Cleveland, Wednesday, May 7th, 2020

Family Members

WALES COVID-19 UPDATE

Dear Family Members,

Over the past two months, the COVID-19 pandemic has gripped our province and the world. The Wales community's support and determination to combat this virus have been second to none and evidence shows that our sacrifices have paid off.

NEW MEASURES FOR NATURAL CAREGIVER VISITS:

On May 5th, the Government announced a gradual loosening of measures concerning the presence of significant natural caregivers in senior care settings (please see the attached documents from the MSSS). If you are a natural caregiver, fit the criteria set by the government and would like to visit your family member, please contact our Director of Health Services Ms. Vicky Gingras at 819-826-3266 extension 224. Visits can be scheduled from Monday to Friday.

NEW MEASURES FOR OUTDOOR VISITS:

Effective Monday, May 11th, 2020 outdoor visits will be authorized. Regulations include:

- Visits must be scheduled through Ms. Pauline Jubinville. She can be reached at 819-826-3266 extension 253. Visits can be scheduled from Monday to Friday
- Family members must wear a face covering. The Wales will not provide masks
- Resident and family member must maintain a two-metre distance

We appreciate your understanding as we implement these new measures to protect our residents, many of whom have underlying medical conditions that put them at greatest risk of becoming severely ill due to COVID-19.

VIRTUAL VISITS:

Our System Administrator Chase Clifford continues to organize virtual visits between residents and family members. Should you require assistance, please contact Chase at cclifford@waleshome.ca.

MOTHER'S DAY WEEKEND:

Family members are authorized to have flowers delivered to the Wales via a recognized florist. Personal deliveries are still forbidden until further notice.

SCREENING RESULTS:

- Thirty residents tested negative for COVID-19
- Twenty-nine employees tested negative for COVID-19

CONSTRUCTION:

Construction at the Wales will resume on Monday, May 11th, 2020. The contractors will be working in the Living Room, Central, and outside areas. They have the same measures as Wales Home employees and will use a separate entrance door, so they will not be in contact with residents or employees.

RESIDENTS RETURNING FROM THE HOSPITAL:

When hospitalized Wales residents are ready to return home, there are *two* different procedures to follow:

1. If the resident lives in a CHSLD:
 - a. The resident is tested prior to leaving the hospital.
 - b. If the resident tests negative, they are transferred to a "Buffer zone", a COVID-19-free facility separate from the hospital and are quarantined for fourteen days.
 - c. At the end of their quarantine, the resident is tested for COVID-19 once more.
 - d. If they test negative, they are transferred to the CHSLD.


2. If the resident lives in an *RPA* (Wales Home):

- a. The resident is tested prior to leaving the hospital.
 - i. If the resident tests negative but has dementia, they are transferred to a “Buffer zone” for their fourteen-day quarantine. At the end of their quarantine, they are once more tested for COVID-19. If they test negative, they are transferred to the RPA.
 - ii. If the resident tests negative and does not have dementia, they are transferred to an RPA for their fourteen-day quarantine.

For more information about hospital discharges, please consult the attached document.

As we work together for the safety of our residents, we would like to thank our 182 employees for their unwavering commitment to your loved ones; this compassion has never been more evident than during this extraordinary time. Thank you again for doing your part to keep our community and healthcare team safe.

Wishing you good health,



Brendalee Piironen,
Executive Director

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