

Cleveland, Saturday, April 11th, 2020

Family Members

**Re: Covid-19**

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Dear Family Members,

After the Premier's press conference this afternoon, I wanted to assure everyone, that the Residence Wales Home & CHSLD Wales Inc. has measures in place to protect the health our residents and employees. While things may be done a bit differently during this time, please know that our team remains dedicated to treating everyone with care and respect.

The Government issued an emergency inspection of the 41 private CHSLDs' in Quebec and demanded that the reports be on his desk by 8 PM this evening. The CHSLD Wales was inspected by an appointed health authority at 2:30 this afternoon:

- Inspected CHSLD to ensure employees were using personal protective equipment
  - *All employees were wearing masks*
- Inspected stock of personal protective equipment to ensure we had enough supplies
  - *Confirmed we have enough supplies (masks, gloves, face shields, gowns etc.)*
- Discussed number of residents and employees who had been screened for COVID-19 including results
  - *To date a total of 23 residents have tested negative for coronavirus – none pending*
  - *To date a total of 17 employees have tested negative for coronavirus – none pending*
- Discussed staffing ratios to ensure we have enough staff
  - *Respecting Government Voyer ratios*
- Discussed “cold and hot spots” – where would we house resident's if we had COVID-19 cases?
  - *Administration offices would be converted into bedrooms*

After inspection, the Nurse confirmed a very positive report would be sent to the MSSS.

I would like to personally send out words of thanks:

- To our staff for their unwavering commitment to care for our residents, for keeping services running and our *home* clean, maintained and safe
- To our residents and families for your patience and understanding during this challenging time
- To our Foundation and donors who continue to believe in our mission and offer support and words of encouragement
- To our partners and stakeholders, we are all in this together. We look forward to coming out even stronger when we get back to business as usual.

We will get through this together, as a team and as a community. Stay safe and be well.

Best regards,



Brendalee Piironen

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