

Cleveland, Thursday, August 13<sup>th</sup>, 2020

**RE: EIGHTEENTH WALES COVID-19 UPDATE**

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Dear Family Members,

We are entering the sixth month of widespread physical distancing due to COVID-19, and Public Health advised us that a second wave is weeks away. Employees, residents, family members, healthcare partners, and our community are proud of how the Wales handled the onset of the pandemic. Unfortunately, the virus is still spreading in our province and our clientele is still at highest risk.

There is not a day that goes by that I am not informed of or must intervene because visitors are not respecting our COVID-19 regulations while on Wales property. We are doing everything in our power to ensure that our residents, *your* family members, remain safe, but many of you are not taking our regulations seriously.

Our employees are frontline heroes. Despite their unwavering efforts, some visitors' actions jeopardize the protective measures our employees have worked so hard to instill. If allowed to continue, this disregard for Public Health regulations will undoubtedly allow COVID-19 to enter our building, infect your loved ones, and put their lives at risk. Our employees made multiple personal sacrifices to protect your loved ones, and I am personally asking *you* to do the same. Regretfully, if our regulations continue to be ignored, we will have no choice but to close our doors to visitors indefinitely to protect our residents and employees.

Currently, ten percent of our employees are on maternity leave, our student employees are returning to school, and COVID-19-related stress has caused numerous sick leaves. These understandable absences have created a staffing shortage and put us in the difficult position of enforcing many overtime hours, especially on the weekends. This staffing situation is not unique to the Wales; healthcare facilities across the board face similar crises. We would like to get ahead of these circumstances to ensure we continue to offer excellent quality care to our residents. If you are a family member of a resident in our CHSLD and wish to offer some assistance, we invite you to come visit your loved one at mealtimes. There are many services you can offer, such as helping to feed the resident, that will ease our caregivers' workloads and provide the resident with the family visits they so crave and enjoy. If you are interested in helping on weekends, where our need is greatest, please do not hesitate to contact me. Special arrangements can be made for extended visiting hours on weekends if you wish to help at supper time.

Please note that if you bring items for residents, you no longer have to leave them between the two doors at our front entrance. You can now deliver articles directly to their rooms or apartments during our predetermined visiting hours after you sign in at door number one.

Thank you for your understanding and immediate cooperation,



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<b>FREQUENTLY ASKED QUESTIONS</b>	<b>OUTDOOR VISITS</b>	<b>INDOOR VISITS</b>
Are visitors allowed to remove their mask during the visit? (NO EXCEPTIONS)	<b><u>NO</u></b>	<b><u>NO</u></b>
Are visitors allowed to EAT or DRINK on Wales Home property?	<b><u>NO</u></b>	<b><u>NO</u></b>
Are visitors allowed to smoke while visiting?	<b><u>NO</u></b>	N/A
Are visitors allowed to bring food?	<b><u>NO</u></b>	<b><u>YES</u></b> . Store bought ONLY. <b><u>NOTHING</u></b> homemade.
Are visitors allowed to bring personal belongings during the visit?	<b><u>NO</u></b> <b>NO PHONES or TABLETS</b> <b>NO PURSES</b> <b>NO KEYS</b>	<b>NO CAMERAS</b> <b>NO UMBRELLAS</b> <b>ETC.</b>
Do visitors still call to reserve visitation time slots?	<b><u>NO</u></b>	<b><u>NO</u></b>
Do visitors need to sign the registry at Door #1 (main entrance)?	<b><u>YES</u></b>	<b><u>YES</u></b>
Can visitors use common area inside the Wales Home?	N/A	<b><u>NO</u></b> . Socializing in hallways or common areas is not permitted (dining room, living room, solarium)
Are visitors allowed to have physical contact with the residents?	<b><u>NO</u></b> . Unless resident requires assistance (pushing a wheelchair or re-positioning). Everyone respect the 2-meter social distancing AT ALL TIMES.	<b><u>NO</u></b> . Everyone must respect the 2-meter social distancing AT ALL TIMES.
Do visitors need to wash their hands?	<b><u>YES</u></b> . Before entering the building to register and in the washroom at Door #1.	<b><u>YES</u></b> . <b>Frequently</b> . Before going to the floor, <b>before</b> arriving to the room and <b>before</b> leaving the room.
Is there a maximum number of visitors allowed at the same time for one resident?	<b><u>YES</u></b> . Maximum of 10 people from 3 addresses, including the resident (resident counts as ONE address) – <b>therefore maximum of 9 people from 2 addresses</b> can visit outdoors.	<b><u>YES</u></b> . 2 people from the SAME ADDRESS can visit at the same time. 2-meter distance must be respected while in the resident's room.
Does the resident isolate 14 days after going to the hospital?	<b><u>NO</u></b> : isolation is required if the resident goes to the hospital for <b>less than 24 hours</b> . <b><u>YES</u></b> : isolation is required if the resident is in the hospital for <b>over 24 hours</b> .	
Are visitors allowed to visit during the 14-day isolation period?	N/A	<b><u>YES</u></b> . <b>ONLY ONE designated person/family member</b> can visit in the resident's room during the 14-day isolation period, respecting protocol (protective equipment).