

Cleveland, Thursday, May 14<sup>th</sup>, 2020

Family Members

## **WALES COVID-19 UPDATE**

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Dear Family Members,

The Wales Home continues to lead against the fight against COVID-19 with the ongoing and firm vigilance required to stop its spread within the province, especially in long-term care and retirement homes. Protecting our residents and employees continues to be our number one priority.

### **NEW MEASURE FOR NATURAL CAREGIVER VISITS (see back for procedure):**

The government lifted the measure requiring COVID-19 testing prior to visiting in long-term care and senior homes. Visits are scheduled through our Director of Health Services, Ms. Vicky Gingras 819-826-3266 extension 224 from Monday to Friday between 8:00 a.m. 4:00 p.m. Much of our time is spent following measures set in place by the government; if you leave us a voicemail, we will return your call within twenty-four hours. Thank you for your cooperation and understanding during this challenging time.

### **OUTDOOR VISITS (schedule same as above):**

Visits must be scheduled through Ms. Pauline Jubinville at 819-826-3266 extension 253.

### **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](mailto:cclifford@waleshome.ca).

### **CHSLD INSPECTION MAY 13<sup>TH</sup>, 2020:**

Yesterday, the CHSLD Wales Inc. was inspected by a Nurse from the CIUSSS who requested that additional tables for dining be installed on Norton 1 and Norton 3 (small living room) to ensure the two-metre distancing is always respected. She also requested that employees always maintain a two-metre distance during their breaks - spot checks and reminders will be done.

### **CHANGE IN RPA DINING:**

Effective Monday May 18<sup>th</sup>, residents will resume eating breakfast in the main and visitor's dining room between 7:30 – 9 AM. On June 19<sup>th</sup> lunch and supper will be served in the dining and living room to respect the 2-metre distancing – date subject to change if the renovations in the living room are not complete.

### **TESTING OF WORKERS IN LONG-TERM CARE HOMES:**

We have been informed by the CIUSSS that all employees working in the CHSLD Wales Inc. will be screened for COVID-19 by the end of the month. We expect the same procedure to follow for the RPA.

### **NUMBER OF SENIOR HEALTHCARE FACILITIES IN QUEBEC WITH POSITIVE CASES:**

As of yesterday, there are 332 Quebec healthcare facilities who provide care to seniors with at least one resident who tested positive for COVID-19. Below is the number of facilities with infected cases:

<b>131 RPAs</b>	<b>109 CHSLDs</b>	<b>72 RIs</b>	<b>21 Other facilities</b>
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### **SCREENING RESULTS EFFECTIVE MAY 14, 2020:**

- Thirty residents and thirty employees tested negative for COVID-19

Thank you for what you do to keep our community healthy!

Be safe,



Brendalee Piironen,  
Executive Director

[bpiironen@waleshome.ca](mailto:bpiironen@waleshome.ca)/819-826-3266 extension 247/819-570-5587

## INDOOR VISIT PROCEDURE AS OF MAY 11<sup>TH</sup>, 2020



### EFFECTIVE UNTIL FURTHER NOTICE

Visits are held Monday through Friday only, between 8:00 a.m. to 4:00 p.m. There will be no visits on Statutory Holidays or weekends; there are less employees in the building, which would be too demanding for the Supervisor. *If you do not follow the measures listed below, you will lose your visiting privileges.*

Thank you for respecting your appointment time. Please do not come early, as our Director of Health Services, Ms. Vicky Gingras will not be available to greet you. Ms. Gingras will be guide you through the whole procedure and accompany you to the resident's room.

#### PROCEDURE:

- Visits are by appointment *only* through our Director of Health Services (DHS), Ms. Vicky Gingras
- Our DHS will conduct an initial screening for symptoms over the phone and ensure you are following government regulations
- Only *regular visitors* are authorized to come, meaning those who were here at least once a week *prior* to the pandemic
- You must enter through *door #1 only*, where our DHS will greet you. Please do not circulate in the building or on the grounds without her
- No personal belongings allowed are permitted on the units, including cell phone and purse; please leave your possessions in your car *or* in the provided laundry basket in the Lobby
- Upon your arrival at the Wales, please:
  - Sanitize your hands
  - Apply the mask given to you using the guidelines provided by our DHS
  - Participate in a second symptom screening
  - Allow our DHS to take your temperature
  - Put on a gown
  - Sign a consent form to state you understand the risks of your visit
- Please wash your hands:
  - Upon arrival in the Lobby
  - Before entering the resident's room
  - Before leaving the resident's room
- You will be asked to sign a register with your visiting hours
- When leaving after your first visit, you will receive an information package on COVID-19, including prevention, procedures, symptoms screening, where to call for a test, etc.
- This process will be done *each time you visit*, even if you come five times per week

#### VISITS:

- Please maintain a *two-metre distance* with residents and employees; when you meet someone, please move to the wall, and let them pass
- Please *remain* in the resident's room during your visit. Please do not leave their room under *any circumstances*. Please do not access common areas or nursing stations. If you need assistance, please *ring the residents' call bell*.
- If you are present at mealtime, the *resident must eat in their room*.
- Please stay two metres from the resident unless you are providing care.
- You are *not* allowed to circulate in the building alone *at any time*. If you do, an employee will stop you and you will lose your visiting privileges.
- When you are ready to leave, please ring the resident's call bell. Please stay in the room until Vicky comes
- *Please remind your loved ones to wash their hands after your visit.*

Thank you for your support and collaboration! We love seeing familiar faces in our building and the residents' smiles and sparkling eyes when they see you! *Vicky Gingras- Director of Health Services*