

Cleveland, Wednesday, April 15th, 2020

Family Members

**Re: Covid-19: "Quebec Premier declares a national emergency in CHSLDs"**

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Dear Family Members,

The COVID-19 pandemic, and the measures being taken to reduce transmission of the virus, continue to be challenges for all of us. We want to assure you the health and safety of our residents and employees remain our top priorities.

Yesterday, Mr. Legault announced that 2600 healthcare facilities providing care to seniors were visited by a healthcare authority to ensure proper safety measures are in place. The Wales Home was inspected and met expectations. Mr. Legault stated that forty facilities have been identified as needing close surveillance. The Premier stated he would release, and keep updated, a full list of the senior care facilities considered as "hot spots" for COVID-19. (attached)

Mr. Legault also expressed serious concerns regarding the shortage of staffing in long term care facilities. Dr. Horacio Arruda, the province's Director of Public Health, stated that a solution to this problem would be to allow primary caregivers back into **CHSLDs' facilities**. Dr. Arruda stated there will be strict rules to follow. Effective Thursday, April 16<sup>th</sup>, 2020, the following measures will be put in place as per the direction of each facility. The eligibility criteria are as follows:

1. Is the CHSLD understaffed due to Covid-19? **If yes, go to criteria #2.**
  - **The CHSLD Wales/Norton 1, 2, and 3 is fully staffed. Should the situation change, family members will be informed.**
2. The establishment must identify one care provider who was previously and regularly helping a resident in the CHSLD with their daily living activities e.g. personal hygiene or aiding with meals
3. Assistance must be provided in the resident's bedroom
4. A signed agreement is established between the care provider and the establishment regarding the risks
5. The care provider must undergo screening for Covid-19
6. The care provider must respect the same regulations set for employees – use of personal protective equipment

**Dr. Arruda stated the ban on visits from families is still in place as a safeguard to prevent the further spread of the virus.**

Today, Premier Legault made a plea for help as currently 2000 healthcare workers are absent in public and private CHSLDs' due to Covid-19. **To date the CHSLD Wales has no staff shortages and commends the employees for their dedication and outstanding efforts in keeping the Wales Home free from the coronavirus.**

The Government has encouraged the limit of circulation between health care facilities. The Wales Home employs over 180 people and currently has four employees who work for another facility: two caregivers, one LPN and a Nurse. Our Director of Health Services has communicated with the other facilities to ensure they are respecting the mandatory measures put in place and she is provided with daily updates of the facilities infected with Covid-19.

As per government regulations, group activities are suspended until further notice. Our activity department provides small group or individual activities e.g. this week they are sharing personal comments to individual residents from posts on the Wales Home Facebook page.

We have asked residents living on Shaw/Manning to distance themselves 2 metres from each other when feasible.

One of our challenges during this crisis is mealtimes in the main dining room. Due to government regulations, we must limit the number of residents in the dining room. Our food services department has scheduled meals for two sittings. We realize that this is not the ideal situation, but until further notice it is our reality, otherwise residents would have to eat their meals in their bedroom. I have reminded residents living on Shaw/Manning 1 & 2, that snacks are always available in the kitchenette across from the nursing station and they can ask the dining room employees for a sandwich to take back to their room for an evening snack.

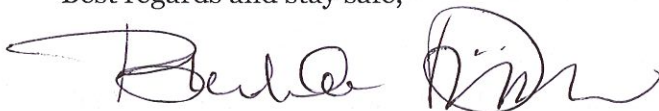
Since March 20th, 2020, our System Administrator has organized over 100 virtual visits between residents and family members. Should you require assistance, please contact Chase Clifford at [cclifford@waleshome.ca](mailto:cclifford@waleshome.ca)

**RESULTS OF RESIDENT AND EMPLOYEE SCREENINGS:**

- To date a total of 24 residents have tested negative for coronavirus – **none pending**
- To date a total of 19 employees have tested negative for coronavirus – **none pending**

As always, we will try to keep you as updated as we can in these times of change. Should you have any concerns, please do not hesitate to contact me at the coordinates below.

Best regards and stay safe,



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