

Cleveland, Thursday, June 15th, 2020

Family Members

Re: Wales COVID-19 Update

Dear Family Members,

Last week, Québec hit the three-month mark since the announcement of the COVID-19 pandemic in Québec; these months were very long and tough for most people. We are relieved to report that both the Wales Home and CHSLD Wales Inc. remain COVID-19-free.

As the province begins to gradually deconfine, restrictions are loosened and provincial recovery looks a bit more optimistic, senior care facilities must remain vigilant.

FRIENDLY REMINDERS:

I would like to remind family members that masks must be worn during inside and outside visits. Last week, I had to remind two family members that they must wear a mask or face covering while onsite. Below are friendly guidelines regarding visits:

1. Each visit must be booked by appointment through our Health Services Assistant Ms. Erica Vander Wal at 819-826-3266 extension 248.
2. Natural caregivers will be screened for symptoms, and only those that pass the screening will be admitted entry
3. Only one natural caregiver is authorized for indoor visits
4. Visits will be time limited
5. Visit locations will be identified prior to visit
6. Appropriate personal protective equipment and maintaining two meters/ six feet distance is mandatory

RESULTS OF RESIDENT AND EMPLOYEE SCREENINGS:

- Thirty-five residents tested negative for COVID-19 (Twenty-two from the CHSLD, thirteen from the RPA)
 - One resident is pending a test so they can be relocated to the CHSLD
- 101 employees tested negative

MEASURES FOR RPAS:

Attached is a recent document issued by the government for RPAs (Shaw/Manning residents). Please note the following:

- Residents must maintain a two-metre distance
- Residents must wear a mask when they cannot respect the two-metre physical distancing or during outings
- Residents must wash their hands before they leave their room and upon return
- Residents must cough into their elbow and not their hand

FAMILY VISITS:

Maximum of ten people from three different addresses, including the resident

- Residents must follow the same measures listed above

OUTINGS:

Residents are asked to follow the above measures during outings. These measures are the same as the general public; we do not recommend residents visit shopping malls due to the number of people not respecting the measures e.g. many people do not wear a face covering, etc.

- If a family member is providing transportation, both the driver and the resident must wear a mask while in the car and the resident must sit in the back seat of the vehicle
- Residents must respect two-metre distancing
- Residents must advise their LPN or Nurse prior to leaving and upon return

- Residents must sign registry at door number 3
- Residents will be screened for symptoms for fourteen days after each outing

DELIVERIES:

We ask that no home baked food be delivered to residents. Please limit deliveries, as they are very time consuming for our administration staff to disinfect and deliver.

APARTMENT RESIDENTS WHO USE PRIVATE HOUSEKEEPING SERVICES:

Effective immediately residents are authorized to resume these services, but must follow the same measures as natural caregivers.

VIRTUAL VISITS:

We continue to offer virtual visits through our System Administrator, Chase Clifford. These social calls are very enjoyable, and we are happy to offer this option to our residents and family members. Should you require assistance, please contact Chase at cclifford@waleshome.ca. As of today, 260 virtual visits have been scheduled.

Please rest assured that our residents' and employees' health and safety remains our number one priority.

Wishing you good health,



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Executive Director

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