

Cleveland, Friday, July 24th, 2020

Family Members

RE: SIXTEENTH WALES COVID-19 UPDATE

Dear Family Members,

The past four months have been unprecedented. While many of our activities and work methods were suspended due to the COVID-19 pandemic, our efforts for our residents, family members, employees, and volunteers did not cease. Yesterday, the United States of America officially surpassed 4,000,000 positive COVID-19 cases. A quarter of that count were recorded in just the last fifteen days.

Here are our internal results of resident and employee screenings as of yesterday:

- Thirty-six residents tested negative for COVID-19 and one resident's result is pending
 - Twenty-two CHSLD residents and fourteen RPA residents were tested
 - In two cases, a screening was mandatory so the residents could be transferred from the RPA to the CHSLD
- 123 employees tested negative for COVID-19 and one employee's result is pending

VISITS

For your loved ones' and our employees' well-being and to ensure we continue to have safe social visits, this letter is a reminder that visitors must constantly wear a face covering during visits, whether indoors or outdoors. Personal belongings are not permitted on the units; we recommend that you leave items in your vehicle, including iPads, cellular telephones, and water bottles. Removing face coverings during a visit is forbidden, including taking off your mask to drink or smoke. Our employees have respected public health measures implemented to protect your loved ones and their coworkers. The last several months have brought additional stress to their already fully charged workloads, and now employees have the added pressure of "policing" visitors who do not respect regulations. The rules are very straightforward:

- Please wear a face covering from the moment you leave your car to the moment you re-enter your vehicle; please do not remove your mask at any point in between
- Please maintain a two-metre physical distance during visits
- **Reminder:** You no longer need to call to schedule your visit. Visiting hours are from 8:00 a.m. to 8:00 p.m. from Monday to Thursday and 8:00 a.m. to 4:00 p.m. from Friday to Sunday.

CIRCULATION DURING VISITS:

Several family members have asked if they can circulate throughout the building during their visit with a resident. The answer, unfortunately, is no. Visitors must enter through door number one, sign in, go straight to the designated resident's room, and remain there until the end of their visit. At that point, they must return directly to door number one and sign out before exiting. If you decide to have your visit outside, you may circulate freely with the resident, but please go directly outside from the resident's room; please do not circulate unnecessarily in the building. If COVID-19 ever enters the Wales, we must be able to effectively contact trace; remaining in the resident's room will greatly facilitate this process. You may go to the pond for the remainder of the construction holidays, this week and next week. When the construction workers return to the Wales on Monday, August 3rd, 2020, you may go to the pond and petting zoo during evenings and weekends.

CLOSED TO VISITORS:

The Wales must close to visitors due to a water shutoff on Wednesday, August 5th, 2020. A water shutoff means visitors will not be able to respect hand hygiene regulations. Visitors who arrive after noon will be refused entry. We thank you in advance for your cooperation and understanding.

I am grateful for your mutual effort! Please stay safe,



Brendalee Piironen, Executive Director

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