

Cleveland, Monday, May 25<sup>th</sup>, 2020

Family Members

**WALES COVID-19 UPDATE**

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Dear Family Members,

We are thankful for our residents' and family members' patience with the COVID-19 measures at our facility. Since seniors are high-risk for the virus, restrictions in elder accommodation are typically not relaxed until after deconfinement Phase Three. These limits are in place for our residents' and employees' health and safety. Our team is doing its best to keep residents socially engaged while physically distanced. 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](mailto:cclifford@waleshome.ca).

**NEW PROCEDURE FOR VISITS:**

Last Thursday and Friday, we realized that outdoor visits require more surveillance than we can provide; the associated workload is excessive for both Vicky and Pauline. We received confirmation today that a non-clinical person can process visits. Consequently, we hired a university student to manage scheduling and observation for both natural caregivers and outdoor visits. *Effective Tuesday, May 26<sup>th</sup>, 2020*, Ms. Myriam Elkas will be the contact person; she can be reached at **819-200-7625**. Appointments can be scheduled with Ms. Elkas from Monday to Friday between 8:30 a.m. and 4:30 p.m. She will return calls within twenty-four hours. *Visits must be scheduled and authorized; family members cannot come onsite unannounced.* Residents who do not live with their spouse (e.g., husband lives in RPA and wife lives in CHSLD) must also schedule visits with Myriam. Thank you for your understanding and cooperation during these challenging times.

**RESIDENT AND EMPLOYEE SCREENING RESULTS:**

- Thirty residents tested negative for COVID-19
- Ninety-five employees tested negative for COVID-19

**RENT INCREASE (SHAW/MANNING RESIDENTS):**

Due to the increased cost of food, utilities, insurance (which was raised twenty percent due to COVID-19-related lawsuits in long-term care facilities), maintenance, care, etc., resident rents and services will increase effective July 1<sup>st</sup>, 2020. The average increase per resident is 1.8%.

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

Be safe,



Brendalee Piironen, Executive Director

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