

Cleveland, Wednesday, June 24<sup>th</sup>, 2020

Family Members

**Re: Wales COVID-19 Update # 15**

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Dear Family Members,

The Wales Home has been committed to ensuring residents remain connected to family and friends during the COVID-19 pandemic. Visits have been restricted since mid-March, with only natural caregivers permitted to enter the long-term care units and Wales Home. The Legault Government recently announced the reopening of visits in senior care facilities. Beginning Monday, June 29<sup>th</sup>, 2020, loved ones will be able to visit residents living at the CHSLD Wales Inc. & Wales Home. These visits will be subject to strict health and safety protocols. Visitors must comply with the *Visitor Procedure and Regulations* (attached). For the well-being of residents and our employees, and to ensure we can continue with social visits, it is our hope that the guidelines outlined will always be respected. We thank you in advance for your understanding and patience while we navigate the ever-changing government directives related to COVID-19. We are looking forward to slowly welcoming loved ones back. Should you have any questions, or require additional information, please do not hesitate to contact us at the coordinates below.

Residents have resumed access to the **Wales Home Tuck Shop** with the following measure: One resident at a time and residents waiting in hallway must maintain a 2-meter distance from each other. Residents have been provided with a schedule.

**Unidentified Laundry will be available at Door # 1 on June 30<sup>th</sup> July 1<sup>st</sup> and July 2<sup>nd</sup>, 2020.**

We are asking family members (especially CHSLD residents who have been admitted over the past six months), to come onsite to identify lost personal clothing which was never labelled (name tagged). Bags will be available for you to collect the items and we will ensure the clothing is labelled. Six months ago, our supplier did not furnish name tags for months. A new supplier has since been recruited, but in the meantime, we have numerous lost items which need to go back to their owner. We appreciate your cooperation in helping us sort our lost and found.

Residents have been informed that the Wales Home administration will no longer do their personal groceries/errands.

- Residents are authorized to leave the building to do their groceries and errands. A washable face cover has been provided to all residents to be worn during outings
- If residents are accompanied for their errands, follow *procedure for outings with friends/family members*
- If residents purchase fresh produce, please ensure it is wash thoroughly before eating
- If you purchase new clothing for the residents, it is strongly suggested to wash them prior to wearing
- Residents must wash their hands with soap and water for 20 seconds before leaving and upon entering the Wales home, and again after putting away their purchases

**External private services** are now authorized to resume regular activity to residents of the Wales Home including private housekeeping, private foot care, music therapy etc. Service providers must follow same measures as visitors. Residents cannot have visitors while they are receiving an external service and it is recommended that the resident leave their apartment during private housekeeping services.

The Legault government has authorized volunteers including pet and music therapy to resume activities in senior care homes. Our activity department will provide information on the return of these activities and the measures to be applied.

## Quick Facts

- The Wales has been officially closed to visitors since Thursday, March 12th, 2020. While planned and supervised visits are now allowed, our doors have essentially been shut for fourteen weeks
- We have posted on the Wales social media accounts eighty-four times since the start of the pandemic. These posts range from COVID-19-related content to general updates on our day-to-day lives
- We have scheduled over 350 virtual visits. The Wales began offering online social calls weeks before the Government recommended this best practice
- Administration staff worked from home during the pandemic (March 24th to April 20th, 2020)
- In total, we sent and posted fifteen weekly letters to family members, including this one
- I gave six interviews to various news outlets near the pandemic's start
- Fifty-six internal Covid-19 press releases were issued to employees and board members
- We had seven surprise inspections from the Government/CIUSSS following the Heron tragedy
- We responded to over one hundred and twenty-five COVID-19-related surveys for various Government branches. Some of these audits are still done daily, some biweekly, and others were one-offs. I also responded to five via phone
- Weekly and sometimes biweekly information videos for residents were posted on TV Tours (channel 80) so residents could be updated from the comfort of their own rooms/apartments
- I participated in seven teleconference meetings with the CIUSSS wherein I was informed on changes and could engage with our own questions
- Since the pandemic, every second week, five administration employees have provided errand services to residents. Total time involved: over 30 hours/month
- **Personal protective equipment in stock at the Wales**
  - Surgical masks: supplies for 95 days
  - Washable gowns: 550
  - Reusable face visors: 200
  - N95 masks: 20
  - Disposable gowns: 30
- **Results of resident and employee screenings:**
  - 36 residents tested negative for COVID-19: 22 from the CHSLD & 14 from the RPA
  - 102 employees tested negative for Covid-19
- **To date 564, 464 Quebecers were tested for Covid-19**
  - 54, 937 tested positive
  - 5, 441 Quebecers died from the Coronavirus (most lived in CHSLD)

Please rest assured that our residents' and employees' health and safety remains our number one priority. In closing, this will be my last family letter regarding Covid-19 related issues, unless there is another crisis. I would like to thank our frontline workers and the collective efforts of everyone in stopping the spread of the coronavirus. Please be cautious and act responsibly as the battle to contain COVID-19 is not over and the risk to your loved ones remains.

Wishing you good health and a great summer,



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