

Cleveland, Thursday, July 15th, 2021

Family Members

RE: FIFTY-NINTH WALES COVID-19 UPDATE

Dear Family Members,

Yesterday, I spoke with an administrator of a senior's residence that unfortunately had to deal with positive COVID-19 cases. He shared his experience and said that he would not wish this nightmare on his worst enemy. Although we feel confident that the worst is behind us, we cannot be naïve and let our guard down; we worked very hard to keep the beast at bay and we must continue to work together to stay safe.

The government once again announced the lessening of certain measures. Changes are highlighted in yellow in the table below, including new distancing regulations from *two metres* to *one*.

I am proud to announce that the week of July 26th, 2021, the Wales will once again sign a contract with the CIUSSS for twelve intermediate care beds. This partnership and newly renovated Central unit will allow the Wales to offer a complete continuum of care for those who are completely independent to those requiring specialized services. This unit's opening will be a different experience for our team as professional services will be provided by the CIUSSS.

Public Health still recommends that seniors' facilities use Visit Coordinators, thus we must request that you adhere to the designated hours:

- Thursdays from 9:00 a.m. until 12:00 p.m., 12:45 p.m. until 5:00 p.m., and 5:45 p.m. until 8:00 p.m.
- Friday to Wednesday from 9:00 a.m. until 12:00 p.m. and 12:45 p.m. until 5:00 p.m.

Please note that the Visit Coordinator is *not* at their post during resident mealtimes and their breaks, daily from:

- 10:00 a.m. until 10:15 a.m.
- 12:00 p.m. until 12:45 p.m.
- 3:00 p.m. until 3:15 p.m.

On Thursdays, the supper break is from 5:00 p.m. until 5:45 p.m. If you wish to continue visiting during these time periods, please note that you will have to wait to leave the building until the Visit Coordinator returns so you can sign out properly as per Public Health regulations.

We will continue to provide you with regular updates, and we encourage you to contact us with questions or concerns or visit our website at www.waleshome.ca/all-the-news. Thank you again for your support and cooperation as we head toward a brighter future together.

Sincerely,



Brendalee Piironen

Executive Director

bpironen@waleshome.ca

819-826-3266 extension 247

Primary caregivers, visitors, and external service providers must receive a training on the use of Personal Protective Equipment (PPE) prior to visiting or providing services to Wales residents **under isolation**. An appointment can be scheduled through Health Services Assistant Ms. Erica Vander Wal at evanderwal@waleshome.ca or 819-826-3266 extension 248. **New** primary caregivers, visitors, and external service providers **must** register with Ms. Vander Wal and obtain authorization prior to their first visit.

Directives applicable to the Wales Home & CHSLD Wales		Level One (Green)	
Measures	RPA (Shaw/Manning)	CHSLD (Norton)	
Résidence Wales Home and CHSLD Wales Inc.			
Maintain a daily log of primary caregivers, visitors, and external service providers	MANDATORY		
Certification and Accreditation visits	PERMITTED		
Inspections by the MSSS, CNESST, CIUSSE-CHUS, MAPAQ	PERMITTED		
Ministerial visits	PERMITTED		
Access to the Wales for visits and outings			
Primary caregivers* and visitors** (please see the definitions below):			
Visiting hours	<ul style="list-style-type: none"> • Thursdays from 9:00 a.m. to 10:00 a.m., 10:15 a.m. to 12:00 p.m., 12:45 p.m. to 3:00 p.m., 3:15 p.m. to 5:00 p.m., 5:45 p.m. to 8:00 p.m. • Friday to Wednesday from 9:00 a.m. to 10:00 a.m., 10:15 a.m. to 12:00 p.m., 12:45 p.m. to 3:00 p.m., 3:15 p.m. to 5:00 p.m. • Hours do not change on statutory holidays. • The Visit Coordinator <i>must</i> be at Door Number One when visitors sign in and out. If visitors stay during meals, therefore, they must wait for the Visit Coordinator's return prior to leaving the building. • Visitors must be outside the building BEFORE the end of visiting hours, so prior to 8:00 p.m. on Thursdays and before 5:00 p.m. any other day. 		

MSSS directives 2020-05-19.

Updated on 2021-07-15, changes are highlighted in **YELLOW** and effective as of Thursday July 15th, 2021.

Directives applicable to the Wales Home & CHSLD Wales		Level One (Green)	
Measures	RPA (Shaw/Manning)	CHSLD (Norton)	
Inside the resident's room	<p>PERMITTED</p> <ul style="list-style-type: none"> Maximum of nine people, excluding resident(s), while respecting a one metre distance between households. Masks must be worn constantly. 		
Visiting pets	Permitted		
Visits inside the building in common areas including the dining rooms, hallways, and living rooms	<p>PERMITTED</p> <ul style="list-style-type: none"> Must respect measures including hand hygiene, wearing a mask, and one-metre distancing from others. While respecting measures, visitors can accompany residents to their dining room before leaving, however no visitor eating is permitted. 		
Outdoors, on the Wales grounds	<p>PERMITTED</p> <ul style="list-style-type: none"> Appointments are STRONGLY recommended, otherwise there is no guarantee of available space for outdoor visitation. To book an appointment, please call Erica at 819-826-3266 extension 248. Up to TWO thirty-minute spots can be booked. Maximum of nine people, excluding resident(s), at designated spaces ONLY, as employee supervision is required. Group outdoor visits are authorized at Door Number One ONLY, at the picnic tables or lounge area, and each visitor must register in the visitor log. No limit of visits per resident per day. Wear a mask OR maintain a one-metre distance constantly. To visit the pond and/or petting zoo, the resident can only be accompanied by visitors from one address. 		
Among Wales residents			

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Directives applicable to the Wales Home & CHSLD Wales		Level One (Green)	
Measures	RPA (Shaw/Manning)	CHSLD (Norton)	
Visits inside another resident's room when both are fully vaccinated and have received their second dose over seven days prior	<p>PERMITTED</p> <ul style="list-style-type: none"> Wear a mask OR maintain a one-metre distance constantly. Not permitted if a resident is under isolation. 		
Others			
Regular interdisciplinary team professionals: Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist	PERMITTED		
External Professionals: Dentist, Orthotist, Podiatrist	PERMITTED		
Users' Committee Members or other residents	PERMITTED		
Private services offered within the Wales like a Hairdresser with a designated Salon	<p>PERMITTED</p> <ul style="list-style-type: none"> While respecting infection prevention measures. Waiting room permitted while respecting a one-meter distance between residents. 		
Private services hired by the residents: footcare, hairdresser, or cleaning service in the resident's room or apartment	<p>PERMITTED</p> <ul style="list-style-type: none"> No limitation of services. While respecting infection prevention measures. 		
Volunteers	<p>PERMITTED</p> <ul style="list-style-type: none"> No limitation of volunteers. While respecting infection prevention measures. 		
Construction, repair, or renovation workers	PERMITTED		
Resident laundry done by family members	PERMITTED		
Deliveries for residents like food, purchases, and goods brought in by family members	<p>PERMITTED</p> <ul style="list-style-type: none"> Primary caregivers and visitors can bring goods to residents while visiting. 		

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Measures	RPA (Shaw/Manning)	CHSLD (Norton)	
	<ul style="list-style-type: none"> No quarantine or disinfection required. Hand hygiene (visitor and resident) is required before and after manipulation of goods. 		
Temporary admissions - convalescence and respite	PERMITTED	N/A	
Residents			
Walking on the grounds	PERMITTED		
Monitoring of symptoms	DAILY <ul style="list-style-type: none"> Screening of symptoms without temperature verification unless necessary. 		
Meals in the Dining Room	PERMITTED <ul style="list-style-type: none"> Maximum of four residents per table. Ensure a minimum of 1.5 metres between each table. Hand hygiene before and after meals, hand sanitizer when entering the Dining Room for RPA residents. Wear a mask and distance self from others when circulating to the table; no gathering at the entrance. Surveillance by employees to ensure the above measures are respected by residents. 		
INDOOR physical and entertainment activities such as music therapy, zootherapy and spiritual services	PERMITTED <ul style="list-style-type: none"> Wear a mask and maintain a 1.5-metre distance during the activity <u>while seated</u>, one metre if standing. Maximum of TWENTY-FIVE people, including employees and volunteers, attending the activity. Hand hygiene is required when entering the activity room or space. 		

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Directives applicable to the Wales Home & CHSLD Wales		Level One (Green)	
Measures	RPA (Shaw/Manning)	CHSLD (Norton)	
	<ul style="list-style-type: none"> Shared objects are permitted with disinfection of items before and after the activity. Regular disinfection of high touch surfaces. 		
<u>OUTDOOR</u> physical or entertainment activities	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> Under employees' or volunteers' supervision Maximum of FIFTY residents Wear a mask while circulating. Masks can be removed once seated if a two-metre distance is respected. <u>If distancing is not possible, masks must remain on.</u> Shared objects are permitted with disinfection of items before and after the activity. Hand hygiene is required upon resident's entrance after an outdoor activity. 		
Musical concerts or singers (<u>NO</u> wind instruments) for indoor or outdoor entertainment	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> Wear a mask and maintain a 1.5-metre distance while seated. Masks can be removed OUTSIDE ONLY, once seated, if distance is respected. <u>If distancing is not possible, masks must remain on.</u> Hand hygiene is required when entering the activity room or space. No sharing of objects. Disinfection after activity. 		
Bingo while seated	<p style="text-align: center;">PERMITTED</p> <ul style="list-style-type: none"> Wear a mask and maintain a 1.5-metre distance. Hand hygiene is required when entering the activity room or space. No sharing of objects. Disinfection after activity. 		

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Directives applicable to the Wales Home & CHSLD Wales	Level One (Green)	
Measures	RPA (Shaw/Manning)	CHSLD (Norton)
Therapeutic Pool	<p>PERMITTED</p> <ul style="list-style-type: none"> • Hand hygiene before going in the pool area. • Maintain a two-metre distance. • Wear a mask, except when in the pool. • Dressing room is open: one resident at a time to respect distancing. • Disinfection required after use. 	
Library, living room, cinema, and billiards room	<p>PERMITTED</p> <ul style="list-style-type: none"> • Maintain a one-metre distance. • Wear a mask. • Perform hand hygiene before entering and when leaving the room. • Disinfect shared objects after use. • Disinfect high-touch surfaces. 	
Day Center	PERMITTED	N/A
Day outings including restaurants and personal errands	<p>PERMITTED</p> <ul style="list-style-type: none"> • To avoid a fourteen-day quarantine upon return, Public Health regulations must be followed for the general population (<i>for example, maximum three households or ten people at a restaurant</i>) 	
Outings for less than twenty-four hours like medical and notary appointments	PERMITTED	

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Directives applicable to the Wales Home & CHSLD Wales		Level One (Green)	
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Visits to family members' or friends' homes (private gatherings) <u>INSIDE</u> or <u>OUTSIDE</u> (regardless of the length of time)	PERMITTED		
	<ul style="list-style-type: none"> To avoid a fourteen-day quarantine upon return, Public Health measures must be followed for the general population: limited to maximum three households or ten people. Please note that the resident counts as one address and the homeowner counts as a second. Respect a one-meter distance. Must wear a mask when distancing is not possible. 		
Employees			
Change of clean clothes before and after each shift	RECOMMENDED BUT NOT MANDATORY		

***PRIMARY CAREGIVERS** are essential visitors who provide direct care to residents. They may include family members or friends who support daily living activities, cognitive stimulation, communication, meaningful connections, and decision-making assistance.

****VISITORS** are persons who wish to visit but are not considered primary caregivers.

PPE: *personal protective equipment.*

PCI training: *prevention and control of infection training.*

PLEASE NOTE: since the Wales has two entities, the CHSLD and the RPA, and shares common areas for residents like the Therapy Room and Therapeutic Pool, and employees from both entities share break rooms, we must apply Public Health measures for CHSLDs since this entity has more beds than the RPA.

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