

Cleveland, Friday, March 12th, 2021

Family Members

RE: FORTY-EIGHTH WALES COVID-19 UPDATE

Dear Family Members,

Yesterday was the one-year anniversary of COVID-19 being declared a Public Health emergency in Québec, an occasion that was marked with an official day of remembrance. At 1:00 p.m., employees throughout the building paused for a moment of silence to commemorate the virus's victims.

Visiting: (*visitation is still reserved for primary caregivers and is still not permitted during resident mealtimes unless authorized*)

- Friday to Wednesday: 9:00 a.m. to 11:45 a.m. and 12:30 p.m. to 5:00 p.m.
- Thursdays: same schedule as above with the addition of 5:45 p.m. to 8:00 p.m.

New visitation measures:

- Each resident is now authorized to have two primary caregivers, although these individuals cannot visit in the same twenty-four-hour period. We ask, therefore, that primary caregivers communicate amongst themselves to ensure there is no overlap. The alternate primary caregiver must advise Erica Vander Wal to ensure they are registered at door number one at evanderwal@waleshome.ca or 819-826-3266 extension 248.

Renovations:

The Manning 1 and 2 renovations will resume after the construction holidays (August).

As I reflect upon this past year's challenges, I wish to express what an *extraordinary* organization the Wales is. Our employees are united by a common culture of discipline, flexibility, and cooperation that makes us unbeatable in the face of events like COVID-19. Despite our fatigue, we keep providing outstanding care and services while ensuring maximum protection for our employees, residents, and their families. I would also like to thank our Executive Committee as they have monitored the situation's evolution and effects and supported our team's work. Although we are not yet out of the woods, we remain hopeful that the future will soon resemble the normalcy of our past. 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.

Sincerely,

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