

Cleveland, Wednesday, November 11<sup>th</sup>, 2020

Family Members

**RE: TWENTY-FOURTH WALES COVID-19 UPDATE**

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Dear Family Members,

As of midnight tonight, the Estrie will enter the red COVID-19 alert zone after two months in orange. The number of positive cases in the Townships has regularly exceeded fifty per day and, on Monday, there were twenty people hospitalized including three in intensive care, a number far surpassing any we have previously seen in the region. We have summarized Public Health measures and directives for your convenience below.

As of today, employees must wear a face visor as an additional measure when in contact with residents, on top of the surgical masks. As the weather grows colder, the air becomes drier and droplets can thus travel further, necessitating this additional protective equipment. Today, the residential section of our building was inspected by a nurse from the CLSC; the visit went great.

Until further notice, residents must remain on the grounds unless they have a scheduled medical appointment. Residents living in apartments can go to Maxi to purchase groceries. Please note that our local Maxi in Richmond has reported three positive COVID-19 cases so far. As such, we encourage apartment residents to buy their necessities through our Purchaser, Jean-Marc Dumont. Jean-Marc has a great selection of groceries in his Little Market, however, please be aware that he does not have specialty items and we will not be making individualized grocery orders.

**Visiting Hours for Natural Caregivers:**

- Friday to Wednesday: 9:00 a.m. until 11:45 a.m., 12:30 p.m. until 5:00 p.m.
- Thursday: 9:00 a.m. until 11:45 a.m., 12:30 p.m. until 5:00 p.m. and 5:45 p.m. until 8:00 p.m. (*Please note there is no visitation during resident mealtimes*)

Socializing is vitally important, especially for our residents. Although we must prioritize safety and security for our vulnerable senior population, we continue to ensure that residents have access to their friends and family members. Virtual visits can be scheduled through our System Administrator, Chase Clifford, at [cclifford@waleshome.ca](mailto:cclifford@waleshome.ca) or 819-826-3266 extension 264. Please note that due to popular demand, these video chats should not exceed thirty minutes.

If we do the best we can to prevent further spread, the gap to better treatments continues to close, and effective vaccines are approved, we will ultimately witness the end of this terrible virus! Thank you for your understanding and patience as we continue to navigate these uncharted waters. Should you have any questions, please do not hesitate to contact us.

Sincerely,



Brendalee Piironen  
Executive Director  
[bpiironen@waleshome.ca](mailto:bpiironen@waleshome.ca)  
819-826-3266 extension 247

Measures as of November 12 <sup>th</sup> , 2020	Level 4: Maximum Alert	Preventative Isolation or Seclusion due to an outbreak (minimum of two confirmed cases at the Wales)
<b>Access to the Wales for visits and outings</b>		
<b>Primary Caregiver:</b>		
Inside the building, in the resident's room.	Permitted: One dedicated caregiver .	Permitted: One dedicated caregiver
Inside the building in common areas like dining rooms, hallways, living rooms, etc.	Not permitted.	Not permitted
On Wales grounds	Permitted. One dedicated caregiver.	Not permitted, unless authorized by the Infection Prevention and Control (IPC) team
<b>Visitors: any person who wishes to visit but is not a primary caregiver</b>		
<b>Not permitted</b>		
<b>Others</b>		
Regular interdisciplinary team professionals (Occupational Therapist, Physiotherapy Technologists, Social Workers, Nutritionist)	Promote virtual consultations and interventions; otherwise, adjust frequency according to residents' needs.	Promote virtual consultations and interventions: essential services only
External Professionals (Dentist, Orthotist, Podiatrist)	Promote virtual consultations and interventions; otherwise, adjust frequency according to residents' needs.	Promote virtual consultations and interventions: essential services only
Users' Committee Members or other residents	Not Permitted: Virtual meetings only	Permitted if outbreak is localised
Private services offered within the Wales (i.e., Hairdresser with designated Salon)	Not Permitted for CHSLD residents. Hairdressers with on-site salons may serve RPA (Shaw/Manning residents <i>only</i> ).	Not Permitted
Person hired by the resident or their family member (i.e., paid companion)	Paid companions are permitted if they are the resident's primary caregiver. Foot care is permitted medically necessary. No other hired services are permitted, including housekeeping for apartment residents.	Not permitted, unless the paid companion provides significant support to the resident and with vigorous IPC protocols.
Volunteers	Not Permitted.	Not Permitted

Measures as of November 12 <sup>th</sup> , 2020	Level 4: Maximum Alert	Preventative Isolation or Seclusion due to an outbreak (minimum of two confirmed cases at the Wales)
Construction, repair, or renovation workers	Not permitted, unless repairs or maintenance is necessary to ensure safety and security	Not permitted, unless repairs or maintenance necessary to ensure safety and security
Resident laundry done by family members	Not Permitted	Not Permitted
Deliveries for residents (e.g., food, purchases, etc.) and goods brought by family members	Permitted with secure delivery mechanisms: drop-off at door number one, disinfection of packaging or container and delivery to resident according to IPC measures	Permitted with secure delivery mechanisms: drop-off at door number one, disinfection of packaging or container and delivery to resident according to IPC measures.
Animals	Not permitted	Not permitted
Temporary admissions (i.e., convalescence, respite)	Not permitted, unless due to an emergency and with a fourteen-day isolation period	Not Permitted
<b>Residents</b>		
On the grounds	Permitted with supervision	Not permitted
Monitoring of symptoms	Daily	Daily and adjusted according to clinical guidelines
Meals in the Dining Room	While respecting the two-metre physical distancing	Not permitted
Group activities inside the building or on the grounds	Permitted while respecting the two-meter physical distancing and limiting the number of residents in attendance	Not permitted, unless the necessary resources are available
Outdoor walks alone	Permitted on the Wales grounds only	Not permitted, unless authorized by the IPC team
Outings (i.e., restaurants, errands)	Not permitted: please use delivery methods	Not permitted
Outings for less than twenty-four hours (e.g., medical appointments)	Please limit outings to essential appointments	Not permitted
Visits to family members or friends' homes	Not permitted	Not permitted