

# STAYING INFORMED COVID-19 PANDEMIC

Bulletin for caregivers

January 9<sup>th</sup>, 2022

## Special request for informal and family caregivers (IFCs)

As you certainly know, the fifth wave of the COVID-19 pandemic is hitting very hard across the province. The new variant is extremely contagious and positive cases are increasing dramatically in Québec, in both public and private facilities. However, symptoms are mostly very mild compared with the previous waves.

Presently, resources are very limited, both in terms of replacing our employees who are sick and hiring new employees. Our teams are working seven days a week with everyone in our facilities to face this challenge. It is reassuring that the government has decided to allow informal and family caregivers to continue to visit residents.

Following public health recommendations, we had to place some of our residents in isolation. In order to maintain a reassuring climate and a constant presence, we are calling on you to spend a few hours, even a day or evening, with your loved one.

Since your close relationship is comforting for your loved one, they will greatly appreciate your presence. You will be able to communicate to us more quickly if there has been a change in their condition, stimulate them more, help with feeding or daily personal care, etc.

Since access to common spaces is prohibited and you must stay in your loved one's room at all times, you can bring your own meal and cold beverages. Occasionally, meals will be available depending on staff availability. However, you must validate this in advance when you are confirming the time of your visit with the person in charge of communications.

We wish to remind you that **the use of PPEs must be rigorously applied. It is forbidden to circulate in common spaces except to access your loved one's room. Only one IFC per day** is permitted to visit a loved one from the list of IFCs who received training in IPC measures. An IFC can visit a loved one more than once on the same day. **Note that masks and eye protection must be worn for the duration of your visit, except when you are eating or drinking (you must maintain a distance of 2 metres with your loved one).** It is important to rigorously apply infection prevention and control measures in order to limit the spread of the virus.

Anyone who does not comply with the guidelines, despite having received all the information and having been supported in applying IPC measures, could see their access to the centre revoked

If you are interested, you must **contact Marie-José Duchesneau, in charge of communications, Monday to Friday, 8 a.m. to 5 p.m., at 514-291-4720.** We ask that you please **respect these days and times to contact her.** You must **inform her the day before your visit** so that she can plan your visit and reduce the management time at the centre. You must provide the name of the CHSLD, the resident's name and room number, your name and telephone number, and the date and duration of your visit. You must also inform her if you exceptionally require a meal so that she can confirm whether or not this will be possible.

Thank you for your support, your help with your loved one, your cooperation and, by following all measures, enabling optimal safety for our residents, their loved ones and our employees.