

STAYING INFORMED COVID-19 PANDEMIC



GRUPE
SANTÉ ARBEC
Passionnés par les aînés

Bulletin FOR FAMILIES

December 8, 2020

The Holiday period in our CHSLDs

The Holidays are very important, both for our residents and for our teams, and it is important to us to make this moment festive, despite the ongoing pandemic.

Decorations

Our centres will be decorated for Christmas! However, due to the current situation, we have adapted how the decorations will be arranged based on the ministerial guidelines for living environments and healthcare environments.

Certain decorations, such as Christmas trees and lights, will be set up outdoors, on the balconies and around the centre, where possible.

Other decorations will be hung from the ceiling in various living environments so as to avoid any handling and the risk of transmitting the virus.

A quarantine of 72 hours is required for decorations families bring in for a resident's room if they cannot be disinfected.

No decorations that are within hand's reach will be permitted.

Even though things need to be done differently this year, our residents will still be able to enjoy a bright and festive ambiance.

Gifts

This year, we need your cooperation to ensure that the Holidays are a happy occasion for our residents. We would like to organize gift giving for all of our residents, which is why we are asking for your help in preparing a little something special for them.

Our Santa Claus will be happy to distribute gifts on your behalf.

To help our teams during distribution, please make sure that your gift is well wrapped and identified.

You can drop the gift off with our receptionist before December 11, 2020, by making an appointment with her during the reception's opening hours, from 8:30 a.m. to 12 noon and from 1 p.m. to 4 p.m., Monday to Friday. One person at a time will be authorized to enter and drop off gifts according to the centre's instructions.

It is important to make an appointment and respect it. This measure will prevent crowding and ensure that you receive attentive service.

All gifts received will be quarantined for 72 hours to respect the health rules in effect.

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Food

Any meals brought to your loved ones must comply with the measures in effect:

- **It is forbidden for caregivers to eat in the room with their loved one.**
- Each portion must be individually wrapped. It is important to avoid sharing meals.
- Snacks that are brought in or delivered must be in plastic containers or another package that can be easily disinfected. They must be cleaned with a disinfectant wipe upon arrival.
- If refrigeration is required, write down the date, and the resident's name and room number on a piece of tape affixed to the food.
- Delivery of meals from a restaurant is possible for the resident only.
- It is no longer possible to purchase coupons for meals to eat with your loved one.
- We are aware that several families have a tradition of bringing boxes of chocolates to share. This year, if you wish to offer sweets to members of our teams or to your loved ones, they must be individually wrapped in order to comply with government guidelines.

Permission for outings

By government order during the pandemic, we wish to remind you that only essential outings are authorized, for a medical appointment that cannot be postponed, for example.

A temporary stay in the community (more or less 24 hours) is not recommended. It is only permitted in exceptional circumstances, to protect the resident's integrity and health, if this is deemed essential, in a zone that is at the same level and in the home of significant persons. Permission for these exceptional cases is at the sole discretion of the centre's coordinator.

Be aware that each time you take a resident out of the centre, he or she must isolate for 14 days upon their return to the centre.

Please respect the choices of your loved one if he or she does not feel comfortable going on a family outing.

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Caregivers

Making a reservation through the receptionist must be respected in order to effectively manage the usual guidelines authorizing a maximum of two caregivers per 24 h, with one at a time in the room. The caregiver must already be on the list or register to get on the list using the caregiver kit on the website.

In order to respect physical distancing and avoid crowding at the main entrance, we ask for your cooperation in informing us in advance of your planned visits during the Holidays.

Considering that a maximum of two caregivers (one at a time) is authorized in the room per 24 hours, **it is imperative that you plan your visits in order to avoid being refused access to the centre.**

WE MUST RECEIVE YOUR RESERVATIONS BEFORE DECEMBER 21, 2020.

As a preventive measure, the following public health guidelines must be respect at all times:

- A minimum distance of two metres must be maintained at all times except when providing care (hygiene, meals, etc.).
- **In the event that a participant fails to respect this guideline, the person in charge of the centre has the right to ask the person in question to leave the premises.**
- **Hand hygiene** – Hands must be washed upon arrival, during and after a visit to a resident, before and after an activity, before preparing food, before distributing gifts, before eating, after having used the toilet, when leaving the room, and after having worn gloves, if applicable, to name just a few instances.
- **Wearing a mask** – A procedure mask must be worn at all times and local guidelines must be respected. The must be worn during the use of a cell phone.
- **Respiratory hygiene** – Practise respiratory hygiene when you cough or sneeze.
- **Personal effects** – Coats, handbags, etc. must be left in the designated location and managed according to the centre's guidelines.