

STAYING INFORMED COVID-19 PANDEMIC



BULLETIN FOR FAMILIES

June 30, 2021

Relaxing of measures in place (green alert level)

As announced by the government, all Groupe Santé Arbec centres are in the green zone as of June 28. Here are the applicable measures, the elements that have been relaxed and the answers to some of your questions.

Prevention measures to be followed at all times

- **Distancing:** A minimum distance of two metres must be maintained at all times except when administering care (personal hygiene, feeding, etc.).
- **Hand hygiene:** Practise hand hygiene when you arrive, before and after visiting a resident, before and after an activity, after using the washroom, when leaving the centre and after removing gloves, among other instances.
- **Mask-wearing:** A procedure mask must be worn at all times when inside the centre and local directives must be respected. A mask must be worn when using a cell phone.
- **Respiratory hygiene:** Practise respiratory hygiene when coughing or sneezing.

Instructions to follow when arriving at the centre

- Practise hand hygiene.
- Change your mask.
- Complete the access log.

Caregivers and visitors

Inside the centre (resident's room)

- ❖ A maximum of 2 people at a time are permitted in the room, while respecting the room's visitor capacity in order to ensure distancing of two metres.
- ❖ Infection prevention measures must be respected at all times (physical distancing, hand hygiene, PPE and respiratory hygiene).
- ❖ Caregivers and visitors are not permitted to eat in their loved one's room.

Inside the centre (common room and dining room)

- ❖ The maximum number of people in common spaces at the same time must be respected in order to ensure physical distancing of two metres.

Outside the centre (rear courtyard)

- ❖ A maximum of nine people at a time with the resident.
- ❖ It is strongly recommended that an appointment be made in order to prevent too many people from gathering and to ensure that we can receive you in the best possible conditions. Time slots are available from 1 p.m. to 4 p.m. and 6 p.m. to 9 p.m. To make an appointment, contact Reception during opening hours, from 8 a.m. to noon and from 1 p.m. to 4 p.m., Monday to Friday.
- ❖ An access log must be completed when entering and leaving the courtyard.
- ❖ We ask for your cooperation in ensuring that the maximum number of people permitted in the courtyard is respected. The maximum number will be posted on the door to the courtyard.
- ❖ Please use the disinfection material provided at the entrance to the courtyard.
- ❖ Caregivers must respect the recommended infection prevention measures at all times (wearing a mask if less than two metres from the resident, hand hygiene and respiratory hygiene).

Meal activities

- ❖ Permitted outside the centre as well as in the family room.
- ❖ Hand hygiene is mandatory before and after meal activities.
- ❖ The eating area must be cleaned before and after use.

Outings

- ❖ All outings of more than 24 hours will lead to heightened monitoring of a resident who was potentially exposed.
- ❖ Outings **can be refused** if the resident is in an isolation period or due to their health condition.

Your cooperation is important

Thank you for your support and understanding. Continue to watch for messages sent by e-mail or posted on our website or Facebook page.

We look forward to seeing you again in our centres, while remaining prudent!