

STAYING INFORMED COVID-19 PANDEMIC



Bulletin FOR FAMILIES

April 1, 2021

Measures to be respected

The Groupe Santé Arbec wishes to inform you of the measures that have been updated based on current government directives.

Here is a reminder of the applicable measures and recent changes:

CAREGIVERS

- A maximum of two caregivers will be authorized in their loved one's file.
- A maximum of one caregiver will be permitted per 24-hour period. The caregiver must already appear on the authorized list or complete a request using the kit and have obtained the necessary authorization before their visit.
- A caregiver identified and known by the centre can visit their loved one more than once on the same day, while respecting appointments with the centre.
- Caregivers are not permitted to circulate in common areas (unless they are on their way to their loved one's room or are accompanying the resident as part of their on-site walking program). Two-metre physical distancing from other residents must be respected at all times.

*For Heather, space issues in some areas do not allow for two residents to take part in the walking program at the same time. We ask that families alternate so that residents can maintain their walking program.

- Caregivers must make sure to respect the recommended infection prevention measures at all times.
- Caregivers are not permitted to eat in their loved one's room.
- It is strongly recommended that caregivers make an appointment in order to prevent too many people from gathering at Reception and to ensure that we can receive you in the best possible conditions. You can contact Reception during opening hours, from 8:30 a.m. to noon and from 1 p.m. to 4 p.m., Monday to Friday.
- Authorities are only permitting caregivers to travel between neighbouring territories.

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AUTHORIZATION TO USE THE CENTRE'S GROUNDS

Outdoor yard reserved for residents

- This is permitted with or without supervision depending on the resident's condition or needs.
- Two-metre physical distancing must be respected.
- An access log must be filled out when entering or leaving the yard.
- The resident must be able to follow mask-wearing rules while using the yard.
- We ask that you respect the maximum ratio of people permitted in the yard at the same time. The ratio will be posted at the access door to the yard.

Balcony

- This is permitted for the resident and the person accompanying them, for a maximum of two people at a time.
- We ask that you be fair in alternating access to the balcony.

Parking

- Residents are not permitted in the parking lot.
- Outings in the outdoor yard reserved for residents and on the balcony are permitted in keeping with the above-mentioned directives.

GROUP ACTIVITIES (INDOORS OR IN THE OUTDOOR YARD RESERVED FOR RESIDENTS)

- This is permitted provided that the current health measures are respected.
- This is limited to people within the resident's bubble per 24-hour period.
- In order to respect the maximum ratio of people permitted in the outdoor yard, we are counting on your cooperation in giving priority to residents during their group activities. Please consult the activity schedule when planning your visit.

PERMISSION FOR OUTINGS

In accordance with government directives during the pandemic, please remember that only essential outings are authorized, for example for a medical appointment that cannot be postponed.

Temporary discharges in the community (about 24 hours) are not permitted.

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PREVENTION MEASURES TO BE RESPECTED 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 using the washroom, when leaving the centre and after wearing gloves, among other instances.
- Mask-wearing – A procedural mask must be worn at all times 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.
- Personal effects – Coats, handbags, etc. must be placed in the designated area and must be kept according to the centre's directives.