

# STAYING INFORMED COVID-19 PANDEMIC



## New ministerial directives for families, caregivers and visitors in CHSLDs, TRs and seniors' residences in green zones<sup>1</sup>

Considering the current COVID-19 situation in Québec, the vaccination campaign underway and the easing of restrictions for the general population, new measures have been issued by the CISSSs in the regions where we run establishments.

The health measures must be maintained in all of these establishments and the measures set out in this bulletin apply at all times, regardless of your immune status (not vaccinated, first dose, second dose).

To visit a loved one in an establishment, visitors and caregivers must respect the following measures at all times:

- Present yourself to the security guard to sign the access log, have your temperature taken and answer the questions on the self-declaration form.
- Sign the self-declaration form for each visit within a 24-hour period.
- Wash your hands when you enter and leave the establishment as well as when you enter or leave the resident's rental unit or room, or a hot or warm zone, if applicable.
- Correctly wear your medical mask for the duration of your visit. Throw your mask away after the visit.
- Caregivers and visitors who are **adequately protected** are permitted to remove their mask and not respect physical distancing **only** in the resident's room or rental unit or outdoors on the grounds of the premises when they are in the presence of their loved one who has also been deemed adequately protected. However, a person deemed adequately protected must wear a mask or face covering in common spaces (in the entrance, hallways, common room, etc.).
- **For all visits to special care units, a mask is mandatory at all times**, even if the visitor or caregiver is adequately vaccinated.

- Respect physical distancing of **2 metres** and use the personal protective equipment (PPE) deemed necessary according to the resident's situation and the directives in effect:
  - ❖ in hot and warm zones: gown, gloves, medical mask and eye protection;
  - ❖ in cold zones: medical mask according to the directives in effect.

➤ **Residents who are not adequately vaccinated must wear a mask even if the visitor is fully vaccinated, and the visitor and caregiver must also wear a mask and respect physical distancing of two metres.**

A person is considered adequately protected once they have received both doses of the vaccine.

## Instructions to follow during visits

### INDOORS

The security guard or receptionist greets the visitor or caregiver upon their arrival to ensure that the following measures are respected.

A **maximum of 9 people** at the same time (excluding the resident) are permitted, while respecting the establishment's visitor capacity based on the level of protection of the people in question. There is no maximum number of people permitted per day.

- The following health measures must be respected in common areas: wearing a medical mask according to the directives in effect, hand-washing, maintaining a physical distance of 2 metres and signing the access log.
- The visitor or caregiver can access common spaces with the resident, including the lounge and dining room, while following the usual rules.
- If medical interventions involving aerosols are performed, the visitor or caregiver must leave the room and follow staff instructions when returning to the room.
- The visitor or caregiver must ask which washrooms can be used and find out about the health precautions and instructions to follow.

### OUTDOORS

The security guard or receptionist greets the visitor or caregiver upon their arrival to ensure that the following measures are respected.

A **maximum of 9 people** at the same time (excluding the resident) are permitted, while respecting the establishment's visitor capacity on its grounds. There is no maximum number of people permitted per day.

- The following health measures must be respected: wearing a medical mask according to the directives in effect, hand-washing, maintaining a physical distance of 2 metres and signing the access log.

## General instructions

### Infection prevention and control (IPC) measures

To visit a loved one in an establishment, visitors and caregivers must:

- Sign the access log.
- Wash their hands when entering and leaving the establishment as well as when entering and leaving the resident's rental unit or room, or a hot or warm zone, if applicable.
- Correctly wear their medical mask for the duration of the visit. Throw the mask away after the visit. Caregivers and visitors who are adequately protected are permitted to remove their mask and not respect physical distancing only in the resident's room or rental unit or outdoors on the grounds of the premises.
- **For all visits to special care units, a mask is mandatory at all times**, even if the visitor or caregiver is adequately vaccinated.

The instructions in effect for the general population must also be respected.

It is not necessary to make an appointment to visit an establishment.

The duration and number of visits in a single day is not limited.

### Exclusion criteria

People in any of the following situations are not permitted to visit an establishment:

- positive COVID-19 test
- symptoms of COVID-19
- awaiting the results of a COVID-19 test
- having returned from a trip outside Canada within 14 days of the visit or according to the federal government's instructions regarding isolation measures following a trip
- requirement to isolate from Public Health

### Symptoms to monitor



Cough



Sudden loss of  
smell without  
nasal congestion



Fever



Difficulty  
breathing

**Anyone who does not comply with the establishment's instructions, including health instructions, could have their right of access to the establishment revoked.**

## Visits to an establishment where there is a COVID-19 outbreak or a resident in isolation

Only caregivers identified by the resident and on the establishment's list can enter when there is a COVID-19 outbreak or visit a resident in isolation. The resident must have previously provided the names of four caregivers to the establishment.

The caregiver must follow the IPC training.

For outdoor visits, the caregiver must consult with the establishment about the measures in effect.

**ONLY 1 CAREGIVER PER DAY IS PERMITTED.**

## Resident at end of life or in palliative care

The spouse and children can visit (at the same time or separately) the resident who is at end of life or in palliative care with no restriction on the number of people.

Minors must be accompanied by an adult.

**FOR THE OTHER VISITORS, A MAXIMUM OF 9 PEOPLE AT THE SAME TIME IS ACCEPTED.**

### You are a caregiver if:

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- on a continuous or occasional basis, you provide support to a loved one with a temporary or permanent disability, regardless of their age, living environment or nature of their disability, be it physical, psychological, psychosocial or other.
- you share an emotional bond, familial or otherwise, with this person.
- You are providing non-professional support

Note that support can take various forms, for example, assistance with personal care, emotional support or coordinating care and services.

If you are a close or immediate family member, you can access your loved one's establishment along the same lines as a caregiver. Companions are considered caregivers if they provide support.

### A visitor is:

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Anyone who wishes to visit a resident, who is not a close or immediate family member and is not defined as a caregiver. This can be someone who is known to the resident and with whom there is periodic contact that is not essential to the resident's physical or psychological wellbeing.

## To answer your questions

If you have questions or are dissatisfied or disagree with the interpretation and application of these ministerial directives, contact the site manager of the establishment in question. You can find their contact information on the website at <https://groupesantearbec.com/>.

For CHSLDs: <https://groupesantearbec.com/etablissements/chslid/>

For TRs: <https://groupesantearbec.com/etablissements/ri/>

For seniors' residences: <https://groupesantearbec.com/etablissements/rpa/>

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

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<sup>i</sup> Document based on the one issued by the Ministère de la Santé et des Services sociaux in collaboration with the Collectif Action COVID.