

STAYING INFORMED COVID-19 PANDEMIC



Details on the situation effective October 31st, 2020 for TRs and CHSLDs of the Groupe Santé Arbec in Lanaudière

As announced by the government, all Groupe Santé Arbec residences located in the Lanaudière region will be at alert level 4 (red zone) on October 31. Here are the applicable rules as well as some answers to your questions.

Travelling between zones

Even though the government is not preventing interregional travel, it is recommending not travelling from a red zone to another zone, whether red, orange, yellow or green.

As a caregiver living in a red zone, we are appealing to your common sense to determine if your presence with your loved one is really essential, considering the risk of infecting our staff.

Anyone presenting symptoms, after coming into contact with a person who has COVID-19 or waiting for results, is obligated to refrain from visiting their loved one. All of these situations must be declared upon your arrival at the residence. You will then be informed of the rules and your visit may be cancelled.

Rules for alert level 4 - RED

Caregivers who provide significant assistance and support

Compassionate visits

In the resident's room	Permitted Maximum of 1 person at a time, with a maximum of 2 people over a 24-hour period
In common spaces (lounge, dining room, etc.)	Not permitted
On the grounds of the residence	Permitted Maximum of 1 person at a time while respecting 2-metre physical distancing
Visitors	<u>Not permitted</u>

Rules for alert level 4 – RED (cont'd)

<p>Other people coming from outside the residence</p> <ul style="list-style-type: none"> • Hairdressers • External professionals (dentist, orthotist, chiropodist, etc.) • External staff for leisure activities (recreologist, music therapist, zootherapy specialist, singer, etc.) • Staff hired by the resident or their loved ones (e.g., companion or sitter) • Volunteers • Construction, renovation or repair workers • Family members who do their loved one's laundry 	<p><u>Not permitted</u></p>
<ul style="list-style-type: none"> • Health and social services staff from the residence (TR) • Members of resident committees (CHSLD) • People delivering to residents (food, purchases) and family members bringing items to their loved ones 	<p>Permitted</p> <p>Permitted</p> <p>Permitted in accordance with the safety procedure for deliveries (<u>see details on the next page</u>).</p>
<p>Regular professionals on the interdisciplinary team (physiotherapist, social worker, nutritionist, special educator)</p>	<p>Permitted</p>

Deliveries to residents

The delivery of food and other items is permitted under certain conditions. All containers and packaging must be carefully disinfected upon arrival or isolated for 72 hours.

We ask that you call the receptionist (at the CHSLD) or the coordinator (at the TR) before arriving at the residence, between 8:30 a.m. and noon, and from 1 p.m. to 4 p.m., Monday to Friday, to make sure you **have an appointment** in order to avoid gatherings. One person at a time is allowed to come into the residence to drop off items while following the applicable procedures.

Families who do laundry for residents

For the time being, families are no longer permitted to do their loved one's laundry. However, we are aware that several families perform this service for their loved one. A procedure has therefore been put in place so that you can return clean clothes to your loved one that you have not yet had time to bring back.

You can come to the residence between 9 a.m. and 11 a.m., or between 1 p.m. and 2 p.m., from Monday to Friday, to bring bags of clean clothes to your loved one that you already have in your possession. However, you must **advise the receptionist of your arrival** so that we have time to organize

ourselves accordingly. We appreciate you ensuring that the bags are clearly identified with the resident's name.

No visitors, only caregivers

We are asking for your cooperation in respecting the government measures and that you not come to the residence unless you are a **caregiver who provides significant assistance or significant support**. If you are not sure if you are a caregiver, please discuss this with the coordinator of the residence.

If you did not fill out the request for caregiver visits during the first wave, in a TR or a CHSLD, you can do so at:

<https://groupesantearbec.com/trousse-proches-aidants/>

Please allow for a maximum of 48 business hours before receiving the email.

Definition of a caregiver who will obtain authorization

A caregiver is a person who provides significant assistance or support to a family member every day, several times a week or on a regular basis.

This person must be known to the staff or managers of the residence for their significant involvement with the resident.

Only significant caregivers who were known before the pandemic will be authorized to resume the regular supportive role they previously played in their loved one's life.

Several caregivers can be authorized for the same resident if the conditions are respected, but only one caregiver at a time will be given access to the resident.

Your cooperation is important

We know that this situation is causing you a great deal of concern and stress. Please rest assured that every measure has been put in place, among both staff and residents. We will keep you informed of the any developments.

We appreciate your support and understanding during these difficult times. Together, if we respect the measures in place, we can help reduce the risk of spreading the virus.

Please watch for messages sent by email, posted on our website and on our Facebook page.