

STAYING INFORMED COVID-19 PANDEMIC



SITUATION on May 13th, 2020 CHSLD Heather

In order to keep families well informed of the evolution of the situation in our establishment, here is the situation today:

4 positive cases ¹	stable
1 death	stable
1 recovered resident	stable
3 positive employees	stable

We would like to reiterate our sincere condolences to the family who lost a loved one. We are all heart with you. We will never forget.

Measures in place

- The visit promised by the government took place on April 11th, 2020 and the designated visitor was satisfied with the elements put in place
- We work in collaboration with our doctor as well as our partner the CISSS de Lanaudière.
- Personal protective equipment is still rationed, but available in sufficient quantity for our staff and those of CISSS.
- We have given additional training to our staff.
- Our site coordinator is on site to direct operations and organize teams. She also assists teams when needed.
- We carry out daily management of employees with symptoms. They are placed in quarantine according to recognized guidelines.
- Admissions from hospitals are stopped for an indefinite period.
- We have created cold and hot zones according to ministerial directives and have distributed staff members in these separate zones. These employees cannot walk from one area to another.
- Elevators will be dedicated to staff members according to these areas.
- A security guard control the access 24 hours a day.

¹ **IMPORTANT NOTE :** The calculation of positive cases includes the number of deaths and the number of recovered residents. Employees' data are calculated separately.

- We have gone beyond the directives in the last few weeks, for example, 14-day mandatory isolation for new admissions.

Reinforcement for our teams

If necessary, CISSS personnel will be deployed to replace our fallen personnel and we appreciate it.

These people coming from the CISSS are trained professionals who are aware of the risk of not respecting infection prevention guidelines. If in doubt, and even if they are asymptomatic, our employees and those from the CISSS are and will be tested and removed for a quarantine period, should the case arise.

Training and tools aimed at supporting people with or without clinical experience on temporary assignment with us have also been developed by the MSSS. Helping staff will therefore be able to adapt more quickly to the tasks to be carried out in our establishment.

Hot and cold zones

Residents who have contracted COVID-19 are placed in a dedicated section of a unit, called a "hot zone," to prevent them from spreading the virus to other residents. Residents suspected of being carriers are placed in isolation in a dedicated area until the results of the tests are obtained. Depending on the number of cases in the facility, there may be hot and cold areas on each floor. The zones are clearly separated and the personnel assigned to the hot zone can only work in this zone.

Infection prevention

Since the start of the pandemic, we have applied all the health measures recommended by the MSSS and the National Institute of Public Health, and even more. We have rigorous measures and we are monitoring them closely.

We have active support from the CISSS infection prevention counselors to help contain the outbreak.

Online Video Calls with residents

Please continue to communicate with your loved ones. It creates beautiful moments for them. To make an appointment, please contact loisirs.rawdon@groupeasantearbec.com.

Quality of care and services

The COVID-19 measures and protocols in place have obviously changed the dynamic at the Centre. However, residents are receiving the care they need and our kitchen is running as usual. That said, it is possible that the usual way of doing things has been adapted in order to respect social distancing. Medication and meals may be brought in at a different time, but **we have the necessary staff** to provide care and services for all our residents.

Our managers, health staff and support employees are redoubling their efforts to ensure professional service, despite the circumstances.

Family Information Line

We know that many of you have tried to call the CHSLDs without success. For this reason, we have set up a single number for all CHSLDs to reach us more easily. Contact us from 9 a.m. to 9 p.m., 7 days a week, at **514-820-7303**.

Continue to monitor the messages that will be sent by email, on our website and on our Facebook page.

Return of Caregivers

It is with pleasure that as of May 11th, we have been gradually welcoming caregivers who return to take their place with their loved one. To get your kit and take the training BEFORE signing the consent form, you must go to the following link : <https://groupesantearbec.com/trousse-proches-aidants/>.

Please note that the information is available ONLY IN FRENCH for the moment. Our documents are being translated. We will advise you as soon as the documents are available. We are very sorry for the delay.

It is important to follow the instructions and the measures in place to reduce the risk of contamination. Remember that a caregiver who does not follow the rules and guidelines specified in our kit may be denied access to the facility. Our living environments are fragile.

Thank you for your support

We are aware that this situation causes you a lot of worries and stress. Rest assured that all measures are in place, both for staff and residents. We thank you for your support and understanding during these difficult times.