

STAYING INFORMED COVID-19 PANDEMIC

Update on the situation at the CHSLD HEATHER on January 10th , 2022

The CHSLD Heather is officially in outbreak for COVID. We have a few cases among our residents and employees. Residents in contact with the positive cases are tested promptly and are placed in administrative segregation pending results. The employees are in isolation at home. The test results are usually returned to us 2 to 5 days. Please note that we will quickly contact residents and respondents with a positive result. Our measures in place are reviewed and adjusted daily to ensure everyone's safety and prevent possible transmission between infected residents and others.

Personal protective equipment is available in sufficient quantity including the N-95 mask. We supervise residents and employees on a daily basis. We have stabilized our personnel on the different units according to ministerial directives. We have active support from the CISSS de Lanaudière and public health.

In our commitment to keeping families informed of the evolving situation at our centre, here is the current situation:

	Residents	Employees
Active cases	4	4
Deaths	0	0
Recoveries	0	8 (+2)
Cumulative total	4	12

News from your loved ones

We understand and share your concerns and we know that you want to hear from your loved one quickly. As it is very difficult to return all calls quickly, we would like to ask for your cooperation and communicate, first, with the caregiver or the respondent who is most in contact with your loved one. He will be able to inform the members of the family.

It is certain that if a resident does not have a caregiver, you can contact us. However, we also ask for your collaboration in appointing a member of your family who can ask the information and relay it to all the members of the family.

We thank you for your collaboration.

Authorizations for informal and family caregivers (IFCs) and visitors

At all times and under all circumstances, visitors are no longer permitted in centres.

Informal and family caregivers must:

- present their vaccination passport and have "adequately protected" status,
- rigorously follow the basic health guidelines in the living environment, and
- practise physical distancing of 2 metres and wear a mask in the resident's room or dedicated room. **Mask-wearing and physical distancing of 2 metres is mandatory at all times inside** the living environment (entrance, corridors, lounge, etc.).

It is forbidden to eat in the dining room or in a resident's room.

It is forbidden to circulate in common spaces except in order to access the room

Rules for living environments without an outbreak AND living environments with an outbreak

Only 1 informal and family caregiver per day is permitted to visit a resident from among the list of **IFCs trained in IPC measures**. An IFC can visit their loved one more than once on the same day.

A maximum of 4 informal and family caregivers will be identified by the centre's management in collaboration with the resident or their representative in order to restrict the number of different people who can access the living environment.

IFCs are no longer permitted to access the common spaces, such as the dining room and lounge. They only have access to the resident's room or dedicated room. However, an authorized person is permitted to accompany a user or a resident requiring assistance with eating to the dining room but must follow the health measures in effect.

We wish to remind you that it is FORBIDDEN for anyone to bring food or drink or to eat in the room of a resident who is in isolation.

Moreover, no clothing or items from home (coat, purse, lunch bag, document, etc.) are authorized in the CHSLD if they belong to you and are then brought home. You must leave your coat in the cloakroom located outside the entrance to each unit.

Important: You must wear a mask and eye protection for the duration of your visit. It is important to ensure that infection prevention and control measures are rigorously applied in order to limit the spread of the virus.

Anyone who does not comply with the guidelines, despite having received all the information and having been supported in applying IPC measures, could see their access to the centre revoked.

Services to residents and activities

We are sorry to have to announce the suspension of group activities given the current epidemiological state. Activities in a bubble or individually, depending on the situation, will however take place. Outside recreation services are also put on hold, as are hairdressing services.

However, outside professionals providing health care such as physiotherapists and foot care professionals are allowed

Volunteers have some access to our centre, but must follow certain conditions.

The members of the Users' and Residents' Committee are not permitted inside the CHSLD, but virtual meetings are permitted.

Construction, renovation, repair, minor maintenance and furniture delivery workers are not permitted to enter, except to perform urgent work required to ensure the safety of residents or employees.

Visits by Accreditation Canada to the CHSLD are not permitted.

Ministerial visits to the CHSLD are suspended.

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.

Deliveries for residents

Delivery of food and other items is permitted under certain conditions. All containers and packages must be carefully disinfected upon arrival at the centre.

Quality of care and meals

The measures in place as well as the protocols related to COVID-19 obviously change the dynamic in the centre. However, residents continue to receive the care they need and our kitchen is operating as usual. It is possible that our usual practices need to be adapted in order to comply with the physical distancing measure. Our managers, care staff and support employees are redoubling their efforts to ensure a professional service despite the circumstances.

Visiting hours

The visiting hours are still restricted to 8 a.m. to 8 p.m., seven days a week, and no visits are permitted outside of these hours except for visits to a loved one at end of life. **IMPORTANT: The curfew in effect between 10 p.m. and 5 a.m. must be respected.** However, an informal and family caregiver of a resident at end of life or in an emergency or exceptional situation can obtain an attestation authorizing travel during these hours if it is clinically required for the resident. This attestation will be authorized and issued by the executive director or the person responsible for clinical care at the CHSLD.

Preventive measures to be followed at all times

- ↳ **Distancing** – A minimum distance of two metres must be maintained at all times except when administering care by a caregiver (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 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.

Outings for residents in centres without an outbreak

Resident outings for a private gathering or a temporary discharge in the community are **not permitted** as we are not in eclosion.

Thank you for your support

Do not hesitate to contact us if you have any questions that have not been answered here. Thank you for your support and understanding during these difficult times.

Continue to follow our bulletins, which are sent by email and are posted on our website and on our Facebook page.

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