

STAYING INFORMED COVID-19 PANDEMIC



CHSLD HEATHER
Frequently asked questions

Publication of
April 12th, 2020

Recent Developments

A few CHSLDs in Québec have particularly high numbers of residents infected with the coronavirus. While this is not the case at CH Heather, we now have a few cases of COVID-19 among our residents. Consequently, we have recently added measures to ensure everyone's safety and prevent transmission between infected residents and others. See the box opposite.

Tomorrow, we will start a systematic screening of all residents and the data presented here will probably change. We expect the test results back in 2 to 5 days after screening, so please be patient. Rest assured that we will contact residents and respondents immediately in the event of a positive result.

Since we must group residents with a positive diagnosis in the same zone (hot zone), some residents have had to change rooms. The respondents were contacted.

How many cases are there?

On April 12th, there were:

- 1 positive case
- 5 suspected cases
- 1 death

MEASURES IN PLACE

- The CISSS visited the facility on Saturday to evaluate all of our measures following the premier's announcement. The designated visitor was satisfied with the elements put in place.
- As a preventive measure, we are screening all residents and employees.
- We have very regular contact with our medical team and CISSS managers.
- We have sufficient personal protective equipment.
- Our staff has received training.
- There is daily supervision of employees presenting symptoms. They have been placed in isolation according to the recognized directives.
- There are no admissions from hospitals, until further notice.
- According to ministerial directives, we have created cold and hot zones, with separate teams.
- We have added a security agent to control access 24 hours a day.
- We have gone beyond the directives in the last few weeks, for example, 14-day mandatory isolation for new admissions. .

Is my loved one affected?

Our physicians and managers have already called the families of all of the residents who tested positive, or who passed away. However, with the upcoming systematic screening, we expect other cases will be detected in the coming days. We will contact the families affected the day we receive the results.

How do you manage the residents who have contracted COVID-19?

Residents who are ill have been placed in a dedicated section in a unit, referred to as a “hot zone,” to prevent transmission of the virus to other residents. Residents suspected of carrying the virus have been placed in isolation until their test results have been received.

What are you doing to ensure that the CHSLD is as safe as possible?

Since the beginning of the pandemic, we have applied all of the health measures recommended by the MSSS and the Institut national de santé publique as well as additional measures (see “Measures in place”). We are also continuously adapting to reflect the specific measures for CHSLDs announced by Premier François Legault and Danielle McCann during the press briefings (for example, this week: systematic screening, integration of reinforcement staff).

How can I get news of my elderly loved one?

Depending on the resident's health condition, you can make online video calls. To make an appointment, please contact loisirs.rawdon@groupe-sante-arbec.com. We know that many of you have tried to call the CHSLD unsuccessfully. We are working to set up a phone line exclusively for the CHSLDs belonging to the Groupe Santé Arbec, so that we can answer your questions and put you in touch with your loved one as soon as possible.

Has the quality of care and meals been affected?

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. Our managers, health staff and support employees are redoubling their efforts to ensure professional service, despite the circumstances. We are receiving a lot of support from the CISSS, which is providing us with additional staff beyond our regular teams.

Continue to watch for messages on our Facebook page, by email and on our websites. And please do not hesitate to contact us if you have questions that have not been answered here.

We are aware that this situation could be causing concern and stress. Please rest assured that all the necessary measures are in place for both staff and residents. Thank you for your understanding and your precious contribution to supporting our mission to offer our residents a safe environment.