

# STAYING INFORMED COVID-19 PANDEMIC



Bulletin FOR FAMILIES

Updated on April 20<sup>th</sup>, 2020

## Permission for caregivers to enter centres postponed

After having carefully evaluated the situation in each of our centres with the help of our team of physicians and other health workers, management and the coordinating team have made the difficult decision to not permit access to caregivers at this time. We know how much you were counting on this government measure to be able to come back and provide care to your loved one.

Several reasons prompted us to make this decision. First and foremost, we must think of our residents: they are the ones most at risk of contracting the virus and suffering serious consequences.

Moreover, at present, priority access to our centres is given to all new health professionals who are being deployed to our centres: the physicians, nurses and patient attendants sent to us by the CISSS.

This requires an intense level of logistical organization by our coordinating team, our managers and our various teams to prepare our centres for the arrival of these new health workers and to ensure that equipment is available for all of them. We must also reorganize our teams so that everyone can work together effectively.

These changes cause some instability among our personnel and residents in a fragile and high-risk living environment.

To be able to receive you, we would have to also train you and provide you with personal protective equipment. We do not have enough personnel to provide the training that would have to be given on a recurring basis. And while we have sufficient equipment, it must be reserved for our employees and for the CISSS personnel coming to work for us.

We have received new information from the government: non-medical caregivers will not be permitted or admitted in centres where there are COVID-19 outbreaks. Moreover, no caregivers over the age of 70 will be admitted.

For all of these reasons, we cannot allow caregivers to re-enter our centres for the time being. We are asking you to wait a little longer before being able to come help care for your loved one who is living with us. It may take some time before we can reopen our doors.

However, visits on compassionate grounds for residents who are at end of life and in palliative care are permitted. Management authorizes these visits for one person at a time per resident, with certain conditions.

We hope that you understand our decision and thank you for your support in helping us provide a safe living environment for our residents.