

# STAYING INFORMED COVID-19 PANDEMIC



Bulletin for FAMILIES

May 8<sup>th</sup>, 2020

## Information on the return of caregivers to our centres

We are pleased to be gradually welcoming caregivers back to our centres, starting Monday, May 11, 2020.

In addition to this bulletin, an information kit to help prepare for the resumption of caregiver visits will be given to people who request authorization for access to our centres.

It is important to understand that caregivers who do not follow the rules and directives set out in our kit could see their access to our centres withdrawn.

### **Definition of caregiver and who will be authorized**

A caregiver is a person who provides significant assistance and support to a relative every day, several times a week or regularly.

These people must be known to the centre's staff or managers for their significant involvement with a resident.

Only significant caregivers known before the pandemic will be authorized to resume the regular support they previously provided to their loved one.

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

### **Very important basic rules**

Caregivers who are in isolation (for example, because they have been in direct contact with a COVID-19 case) cannot visit a centre.

Caregivers must be asymptomatic or have recovered from COVID-19 for 14 days since the onset of the symptoms, with no acute symptoms for 24 hours, and no fever for 48 hours without the use of an antipyretic. People who have recovered must receive two negative test results before they can return to the centre.

Caregivers must monitor their symptoms. With the onset of even the mildest symptoms, they must not come to the centre (they will be given a Symptom Self-Monitoring Grid).

### COVID-19 test

We have just received a new ministerial directive stipulating that the COVID-19 screening test is no longer required for the moment (**with the exception** of the criteria stated in the preceding section).

### How to request access as a caregiver

#### Step 1

- You can obtain the **Information Kit for Caregivers (in English only)** by calling our Families Information line at 514-820-7303 and ask that the kit be sent to you by e-mail or by regular mail. No one will be permitted to pick up a kit at a centre.
- You must read all documents in the kit.

#### Step 2

- You must complete the Consent Form and send it back to us by mail or e-mail as soon as possible. No one will be permitted to come at a centre.

#### Step 3

- We will review the documents received each day, between 6 p.m. and 8 p.m.

#### Step 4

- You will receive an email (or a letter) confirming that we have accepted that you return as a caregiver with a start date. **You must wait for this confirmation before coming to the centre.**

#### Step 5

- You will then be put on the list of people authorized to enter the centre, which is given to the security agents. They will receive you as they did prior to the pandemic, to the extent that that is possible.

No one can access a centre without having completed this process. We will process all requests as quickly as possible to avoid wait times and to allow you to resume your place at the side of your loved one.

### Information and support kit for caregivers

To ensure the safety of residents, employees and caregivers, there will be several rules to follow and precautions to take to prevent infection.

You will receive a link to the information kit containing all of the directives, criteria and information you need to resume your visits.

The information kit contains the following elements:

- Role and conduct of the caregiver during the pandemic
- Criteria and rules for circulating within the centre during the pandemic
- Procedures on the principles of infection prevention and the use of personal protective equipment

## Information the return of caegivers (cont'd)

- Mandatory training before access can be authorized
- Definitions of cold, warm and hot zones and the rules specific to each one
- Respecting the zones and procedures in place in our centres

### **Thank you for your support**

We are aware that this situation is causing a lot of concern and stress. We thank you for your support and your understanding during these difficult times.