

# STAYING INFORMED COVID-19 PANDEMIC



## Deconfinement plan

The deconfinement plan for CHSLDs announced by the government has now begun. We are very happy that residents will be able to see their families and loved ones again. However, measures to prevent and control the spread of infections must be respected to avoid a resurgence of COVID-19 among our residents and staff. Here is the information that applies to all our CHSLDs.

### Procedure for authorizing visits

Visits are authorized and open to families, but to prepare for your visit, you must schedule a meeting with the coordinator of your CHSLD. To put in a request, you must follow certain preliminary steps. **No one will be granted access to the centre without following this procedure.**

You must **respect social distancing and wear personal protective equipment (PPE) at all times.** Non-medical face coverings are now permitted. If you do not have one, we will provide a procedure mask along with the other compulsory personal protective equipment.

We must take precautions to protect our residents, which is why **you cannot circulate in common areas** (living rooms, dining rooms, recreation rooms, security stations, washrooms, etc.) **or between floors.** You can only access the resident's room and must take the shortest route to get there. **Only one visitor at a time is permitted for the time being.** If you help your loved one with meals (assistance with feeding), they will have to have their meal in the room.

You will have to sign an **arrival/departure register at the centre** and an **arrival/departure register in the room.**

All of these measures are preventive to help minimize the risk of a resurgence of the coronavirus, and the tools are designed to help us manage the situation in the event of a second wave.

**The procedure will be the same as the one adopted for caregivers.** These are the steps to follow in order to obtain authorization for a visit:

## Step 1

- You must get the **Information Kit for Caregivers (in French Only)** from our website at: <https://groupesantearbec.com/trousse-proches-aidants/>

If you want to receive our English kit, please call the INFO-FAMILLES line at 514-820-7303 and ask that the kit be sent to you by mail.

- You must read all of the documents in the kit.

## Step 2

- You must then complete the training.
- Next, complete the online form. This form has been simplified and designed to be completed directly on the website. It will be automatically returned to us once all of the required fields have been completed and you have clicked the “Submit” button.

## Step 3

- We will review the documents submitted each day.

## Step 4

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

## Step 5

- You will then be placed on the list of people authorized to enter the centre in question.

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.

If you do not have access to the Internet, please call the INFO-FAMILLES line at 514-820-7303 and ask that the kit be sent to you by mail. No one will be permitted to pick up a kit at a centre.

The COVID-19 pandemic is not over! We must continue to be cautious. Please be advised that if you do not respect the prescribed rules and guidelines, you may lose your privileges as a visitor or a caregiver. The health of our residents and staff is at stake.

## Bubble concept

The bubble concept is a gathering of a maximum of 10 to 12 people who are considered to be in one social circle in which certain measures are relaxed, particularly social distancing.

We have already created bubbles and established groups of 8 to 12 residents, two per microenvironment, that is, four bubbles per floor. Each bubble contains a limited number of clearly identified residents.

**Resident groups always remain the same** and participate in different activities together (meals, recreation, etc.). This allows us to contain our interventions in the case of an outbreak.

## Meals

We are gradually resuming meals outside residents' rooms. Based on the bubble concept that we are obligated to respect in order to ensure physical distancing, some residents will go to the dining room and others to the living room, which will be set up for meals.

## Resuming services for residents

After the resumption of hairdressing and foot care services that was announced, optometry, dental, massage therapy and other services will also be gradually reinstated. The same protective measures announced for hairdressing and foot care will be applied to these services.

## Activities, volunteers and companions to return

We can now resume group activities, in bubbles. However, **no family members are permitted to participate in activities and events for residents.**

Volunteers and companions can return, if they wish, as well as singers. Horticulturists, zootherapists and music therapists can also return according to their availability.

They will all have to follow the same procedure as family members, that is, receive training on hand hygiene and PPE before being authorized to return to the centre, and must limit their circulation between floors, etc.

## Outings

Residents can now enjoy unsupervised outings and spending time away from the centre for more than 24 hours. We ask that you notify the coordinator ahead of time so that these outings can be organized.

For outings with residents, you must respect the following measures to prevent and control the spread of infections: handwashing before and after the outing, physical distancing and wearing a mask.

However, during your visits, please remember that, unfortunately, you are not permitted to go out on the terrace or balcony with the resident. We are still obligated to follow strict rules regarding circulation in order to avoid the risk of spreading COVID-19, which, we must not forget, is still a possibility even though we are in the process of deconfining.

If a resident wishes to spend time on the terrace, this must be planned and carried out by our teams based on a pre-established schedule, since residents are not permitted to circulate between floors.

We look forward to seeing you in our centres, while remaining cautious!