

STAYING INFORMED COVID-19 PANDEMIC



Resuming Services for Residents

After three long months of interruption, we are pleased to announce that certain services for residents in our centres will resume.

Hair salon reopens

Hairdressing is finally back! To ensure that this service is provided in the best possible conditions, we have introduced health procedures that will be meticulously followed by hairdressers and staff. These procedures rigorously respect all aspects of the health guidelines set out by the MSSS, namely:

- Understand and follow the rules for circulating in our centres.
- Fill out a self-monitoring grid for symptoms related to COVID-19 and submit it to our care staff upon arrival at the centre.
- Receive one resident at a time in the hair salon.
- Wash residents' hands before leaving their room and then accompany them to the hair salon.
- Provide residents with a protective gown that will be removed when they leave and then washed.
- Wear a face shield and mask at all times.
- Change smocks between appointments.
- Disinfect surfaces and equipment between appointments.
- Use all of the appropriate disinfecting products and personal protective equipment provided.
- Respect the order of appointments.
- Send all used gowns and clothing in a bag to the laundry service.
- Leave the centre and do not return the same day.

In order to meet the needs of as many residents as possible, hairdressers will start by providing haircuts only, which will make everyone feel better and no one will have wait too long for an appointment. Other services (dyeing, permanents, etc.) will be provided once all residents have had a haircut.

As always, you must make an appointment directly with the hairdresser in your centre. Please note there has been a slight increase in hairdressing fees. You can talk to your hairdresser when making your appointment to find out about the new fees.

Foot care services

Since the beginning of isolation due to the COVID-19 pandemic, some of our residents have not been able to receive the foot care required for their condition. This service will resume in accordance with the strictest health measures.

We are asking foot care professionals to rigorously respect our procedures in accordance with strict rules, namely:

- Understand and follow the rules for circulating in our centres.
- Fill out a self-monitoring grid for symptoms related to COVID-19 and submit it to our care staff upon arrival at the centre.
- Wear a face shield and mask at all times.
- Change smocks between appointments.
- Observe the infection prevention measures taught in our centres.
- Respect a circuit for appointments.
- Send all used gowns in a bag to the laundry service.
- Leave the centre and do not return the same day.

Emergencies will be given priority.

If your loved one is in need of foot care, you can contact your foot care specialist who will proceed according to current health standards. If you do not know how to reach this person, please contact the receptionist at your centre.

Seamstress returns

Residents can once again use the services of the seamstress for sewing needs or to label their clothing in all CHSLDs except for Marguerite-Rocheleau. To ensure the return of seamstresses in the best possible conditions, we have put in place a procedure to prevent any risk of contagion.

The seamstress cannot come into the centre. She will retrieve, at reception, clearly identified bags belonging to residents and will do the work at home. When she returns the bags, they will go to the laundry service for 48 hours and the clothing will be thoroughly washed. Clothing will then be brought to the resident's room. All of these measures will be taken in keeping with the strictest current health standards.

We wish to thank families for their understanding and support to ensure that this service resumes in the best possible conditions.

You can contact the seamstress for your centre directly if you require her services. If you do not have her contact information, please speak to the reception at the centre.