

STAYING INFORMED COVID-19 PANDEMIC



SITUATION on June 15th, 2020 CHSLD Heather

In order to keep families well informed of the evolution of the situation in our establishment, here is the situation today:

1 positive case	stable
1 death	stable
3 recovered residents	stable
1 positive employee	stable
3 recovered employees	stable

We remain very vigilant and continue to carry out daily surveillance of residents and rigorously maintain and adjust the measures in place to ensure everyone's safety and avoid possible transmission between infected residents and others. As soon as we have a positive result, residents and respondents are contacted quickly.

Note that the establishment's management is monitoring the situation very closely and working in collaboration with the CISSS and the medical team.

The government has announced that it is undertaking routine screening of health workers.

Admissions from hospitals have recently resumed and all people leaving the premises are tested before their discharge and their arrival with us.

According to the results, if the resident is tested negative, he is targeted for a cold zone. However, he is still place in the warm zone for a 14-day mandatory isolation as a precaution.

If the resident is positive, he is admitted in the red zone where he will remain until his recovery.

We are very vigilant and carry out daily surveillance of all residents while rigorously applying infection prevention measures.

Measures in place

- The visit promised by the government took place on April 11th, 2020 and the designated visitor was satisfied with the elements put in place
- We work in collaboration with our doctor as well as our partner the CISSS de Lanaudière.

- Personal protective equipment is still rationed, but available in sufficient quantity for our staff and caregivers.
- We have given additional training to our staff.
- We have a coordinator on site to direct operations and organize teams.
- We carry out daily management of employees with symptoms. They are placed in quarantine according to recognized guidelines.
- Admissions from hospitals are stopped for an indefinite period.
- We have created cold and hot zones according to ministerial directives and have distributed staff members in these separate zones. These employees cannot walk from one area to another.
- Elevators will be dedicated to staff members according to these areas.
- A security guard control the access 7 days a week.
- We have gone beyond the directives from the start, in particular by having imposed a 14-day mandatory isolation for all new admissions.

Hot and cold zones

Residents who have contracted COVID-19 are placed in a dedicated section of a unit, called a "hot zone," to prevent them from spreading the virus to other residents. Residents suspected of being carriers are placed in isolation in a dedicated area until the results of the tests are obtained. Depending on the number of cases in the facility, there may be hot and cold areas on each floor. The zones are clearly separated and the personnel assigned to the hot zone can only work in this zone.

Infection prevention

Since the start of the pandemic, we have applied all the health measures recommended by the MSSS and the National Institute of Public Health, and even more. We have rigorous measures and we are monitoring them closely.

We have active support from the CISSS infection prevention counselors to help contain the outbreak.

Quality of care and services

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. Medication and meals may be brought in at a different time, but **we have the necessary staff** to provide care and services for all our residents.

Our managers, health staff and support employees are redoubling their efforts to ensure professional service, despite the circumstances.

Family Information Line

We know that many of you have tried to call the CHSLDs without success. For this reason, we have set up a single number for all CHSLDs to reach us more easily. Contact us from 9 a.m. to 9 p.m., 7 days a week, at **514-820-7303**.

Continue to monitor the messages that will be sent by email, on our website and on our Facebook page.

Thank you for your support

We are aware that this situation causes you a lot of worries and stress. Rest assured that all measures are in place, both for staff and residents. We thank you for your support and understanding during these difficult times.