

# STAYING INFORMED COVID-19 PANDEMIC



## Update on the situation as at September 29th, 2020

for the Groupe Santé Arbec TRs and CHSLDs of Rawdon, St-Ambroise-de-Kildare, Ste-Adèle, St-Donat and St-Tite

As the government announced yesterday evening, the following Groupe Santé Arbec centres have transitioned to level 3 alert (orange zone): CHSLD Heather, Jardins Rawdon, Résidence Paul-Raymond, Le Champêtre, Résidence Le St-Ambroise, Résidence Poudrier, Maison Wilfrid-Grignon and Maison Francoeur. Here are the measures that apply and some answers to your questions.

### Travel between zones

While the government has not prohibited interregional travel, it recommends not traveling from a red zone to any other zone, be it red, orange, yellow or green.

As a caregiver living in a red zone, we are calling on your common sense to assess if your presence with your loved one is really necessary or does it run the risk of infecting them or our employees.

Anyone presenting symptoms, who has been in contact with someone infected with COVID-19 or who is awaiting test results must not visit their loved one. All of these situations must be reported as soon as you arrive at the centre. You will be given instructions at that point and it is possible that your visit could be cancelled.

### Measures applicable for level 3 alert - ORANGE

#### Caregivers providing significant help or support

#### Compassionate visits

Within the room in the centre	Permitted Maximum 2 people at a time
Within common spaces in the centre (lounge, dining room, etc.)	Not permitted
On the outdoor grounds of the centre	Permitted Maximum 2 people at a time while respecting distancing of 2 metres
<b>Visitors</b>	<b>Not permitted</b>

## Measures applicable for level 3 alert - ORANGE

<p><b>Other people from outside the centre</b></p> <ul style="list-style-type: none"> <li>• Professionals (dentists, orthotists, chiropodists, etc.)</li> <li>• People running leisure activities (recreology, music therapy, zootherapy, singing, etc.)</li> <li>• Staff hired by the resident or loved ones (e.g.: companion/sitter)</li> <li>• Volunteers</li> <li>• Construction, renovation or repair workers</li> <li>• Family members to wash resident's clothing</li> </ul>	<p><b><u>Not permitted</u></b></p>
<ul style="list-style-type: none"> <li>• Hairdressers</li> <li>• Health and social services staff from the TR centre</li> <li>• Members of residents' committees (CHSLD)</li> <li>• Delivery persons (food, purchases for residents) or family delivering goods</li> </ul>	<p>Permitted Permitted Permitted Permitted with security measures in place for deliveries <u>(see details on the following page)</u></p>
<p><b>Regular professionals from the interdisciplinary team (physiotherapist, social worker, nutritionist, special educator, recreology)</b></p>	<p>Permitted</p>

### Deliveries for residents

Deliveries of food or goods are permitted under certain conditions. All containers and packaging must be carefully disinfected upon arrival or isolated for 72 hours.

Before arriving at the centre, please call the receptionist (CHSLDs) or the coordinator (TRs) between 8:30 a.m. and 12 noon or 1 p.m. to 4 p.m., Monday to Friday, to make sure **you have an appointment** in order to avoid gatherings. One person at a time will be permitted to enter and deliver items according to the centre's instructions.

### Clothes washing by family members

Washing of residents' clothes by family members is no longer permitted for the time being. However, we are aware that several families wash their loved one's clothes. If you need to return clean clothes to your loved ones and you have not yet had a chance to do so:

You can bring any bags of clothes you have for your loved one between 9 a.m. and 11 a.m. or between 1 p.m. and 2 p.m., Monday to Friday. However, you must **inform the receptionist in advance of your arrival** so that we have the time to get everything organized. Thank you for ensuring that the bags are clearly labelled with the resident's name.

## **No visitors, only caregivers**

We are asking for your cooperation in respecting the government measures and to not come to the centre unless you are a **caregiver who is providing significant help or support**. If you are not sure if you are a caregiver, please contact the centre's coordinator.

For those of you who did not apply to visit as a caregiver during the first wave, either at a TR or a CHSLD, you can do so by going to:

**<https://groupesantearbec.com/trousse-proches-aidants/>**

Please expect a maximum timeframe of 48 working hours before receiving an e-mail.

## **Definition of a caregiver who will receive authorization**

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

This person must be known to the centre's staff or managers for their significant involvement with the 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 the same resident if the conditions are met, however, only one person at a time will be permitted to see the resident.

## **Your cooperation is important**

We are aware that this situation is causing you a lot of worry and stress. Please rest assured that all of the measures have been put in place, both in terms of staff and residents. We will keep you informed of developments.

Thank you for your support and understanding during this difficult time. Together, by following the measures in place, we will be able to reduce the risk of contagion.

And continue to watch for messages sent by e-mail and posted on our website and Facebook page.