

STAYING INFORMED COVID-19 PANDEMIC



Bulletin FOR FAMILIES

May 28, 2021

CAREGIVERS AUTHORIZED IN THE FILE

- A maximum of 4 caregivers will be authorized in their loved one's file. To be on the list of authorized people, you must complete the online kit and have received the necessary authorization before your visit.
- A caregiver identified and known by the centre can visit their loved one several times on the same day, while respecting the appointment schedule.

Inside the centre (resident's room)

- One caregiver at a time will be permitted in the resident's room, for a maximum of 3 caregivers per 24-hour period.
- Caregivers are not permitted to circulate in common areas (unless they are on their way to or from their loved one's room).
 - ***For Heather:** Although government recommendations allow caregivers to accompany a resident as part of a walking program, the exceptional situation at the CHSLD Heather does not permit us to authorize caregivers to participate in the walking program.
- Caregivers must respect the recommended infection prevention measures at all times (physical distancing, handwashing, PPE and respiratory hygiene).
- Caregivers are not permitted to eat in their loved one's room.

Outside the centre (parking lot) – Caregivers and visitors

- A maximum of 5 people per day are authorized outside the centre.
- Make sure to plan your visits so that a known and authorized caregiver in the file is responsible for accompanying the resident from their room to the parking lot.
- It is strongly recommended that you make an appointment in order to prevent too many people from gathering and to ensure that we can receive you in the best possible conditions. Time slots are available from 11 a.m. to 7 p.m.
 - You can contact Reception during opening hours, from 8:30 a.m. to noon and from 1 p.m. to 4 p.m., Monday to Friday.
- An access log must be completed when entering and leaving the parking lot.
- We ask for your cooperation in ensuring that the maximum number of people permitted outside the centre is respected. This maximum number will be posted at the entrance to the parking lot.
- Please use the disinfection material provided outside the centre.

STAYING INFORMED

COVID-19 PANDEMIC



- People must respect the recommended infection prevention measures at all times (physical distancing, hand hygiene, PPE and respiratory hygiene).
- It is not permitted to eat outdoors with your loved one.

Walks beyond the grounds of the centre accompanied by a loved one

- Permitted, according to the resident's clinical condition.

Outings alone or with a caregiver

- Permitted with prior authorization from the centre.

Residents receiving end-of-life care

- The spouse and children are permitted with no restriction on numbers. Otherwise, a maximum of 2 significant people are permitted in the room at a time.
- Minors are permitted in the room as long as they are accompanied by an adult.

Deliveries for residents

- Permitted with application of hand hygiene protocol before and after handling.

Note that outings can be refused if the resident is in isolation or on the basis of the resident's health condition.

PREVENTION MEASURES TO BE RESPECTED AT ALL TIMES:

- Distancing - A minimum distance of two metres must be maintained at all times except when administering care (personal hygiene, feeding, etc.).
- Hand hygiene - Practise hand hygiene when you arrive, before and after visiting a resident, before and after an activity, after using the washroom, when leaving the centre and after removing gloves, among other instances.
- Mask-wearing - A procedural mask must be worn at all times and local directives must be respected. A mask must be worn when using a cell phone.
- Respiratory hygiene - Practise respiratory hygiene when coughing or sneezing.
- Personal effects - Coats, handbags, etc. must be placed in the designated area and must be kept according to the centre's directives.

To limit the risk of infection, please remember that failure to respect the current measures will result in a 14-day isolation period for the resident who was potentially exposed. In addition, the caregiver will lose their visiting privileges.