

STAYING INFORMED COVID-19 PANDEMIC



Update on the situation at CHSLD HEATHER as of December 29th, 2021

As you already know, five cases of COVID-19 have been diagnosed among our employees and they are currently in isolation at home.

Residents who have been in contact with these employees have been placed in isolation. Today we have been able to lift the isolation of some of them. An additional resident has been placed in administrative segregation and will be screened today.

Our measures in place are reviewed and adjusted daily to ensure everyone's safety.

It is important to understand that our CHSLD is not in outbreak, but some residents are in isolation.

Rules governing access of informal or family caregivers (IFGs) and visitors to facilities without an outbreak

Effective immediately, only **one person at a time** is permitted to be with a resident, for a maximum of **two people a day**. The same person can visit a loved one more than once on the same day.

Access to common spaces, for example, the dining room or lounge, is now prohibited for IFCs and visitors. They only have access to the resident's room or dedicated room. However, an authorized person is permitted to accompany a user or resident requiring assistance with eating in the dining room but must follow the health guidelines in effect.

Anyone who does not comply with the guidelines, despite having received all the information and having been supported in applying IPC measures, could see their access to the centre revoked.

Rules for caregivers and visitors

You are required to:

- present your vaccination passport and have the adequately protected status
- strictly respect the public health measures for the duration of their visit, and

- respect physical distancing of 2 metres and wear a mask in the resident's room or dedicated room. **Mask-wearing and physical distancing of 2 metres are mandatory at all times as soon as you enter the living environment** (entrance, corridors, lounge, etc.). Mask-wearing applies to all visitors.

It is forbidden to eat in the dining room or the resident's room.

It is forbidden to circulate in common spaces except in order to circulate to the room.

Resident in isolation or center in outbreak

When a resident is in isolation or when center is declared in outbreak, the following measures apply:

- A maximum of four caregivers will be identified by the management of the center in order to limit the number of different people who can have access to the living environment.
- From this list, one known and identified caregiver trained in infection prevention and control measures can have access to the center per day.

Caregivers in isolation rooms

We remind you that it is FORBIDDEN for anyone to bring food or drink and eat in the room of a resident who is in isolation.

Likewise, no clothing or household item (coat, handbag, lunch bag, document, etc.) is allowed in the center if they are yours and then brought home. Leave your coat in the cloakroom located before entering each unit.

Please note that wearing a mask and eye protection must be maintained throughout your visit.

Residents' outings

Resident outings for a private gathering or temporary discharge into the community are **not permitted**, except in special situations and under certain conditions:

- ↳ Essential for the user and in accordance with their intervention plan;
- ↳ To visit the home of a significant person (e.g., family, spouse) who is able to receive the user;
- ↳ And in accordance with a risk assessment in collaboration with the facility's IPC and the user's clinical team.

In these exceptional situations, the following rules govern the return to the facility:

Testing:

- ↳ All residents must have a PCR test 24 hours before returning to the facility and self-isolate where they are until they receive their results. A return to the living environment will not be permitted until a negative result has been obtained and conveyed to the facility's management.

After the return to the living environment:

- ↳ A resident with no symptoms and who **was in low-risk contact** (from the community) with someone who has COVID-19 and **who has tested negative**, can return to their living environment with a 10-day preventive isolation period, regardless of their level of protection. To end their isolation period, a second negative test is required 3 days after their return.
- ↳ A resident with no symptoms and **who was in moderate- or high-risk contact** (from the community) with someone who has COVID-19 and **who has tested negative**, can return to their

living environment with a 10-day preventive isolation period in their room, regardless of their level of protection. To end their isolation period, a negative test is required 8 or 9 days after their return. Daily monitoring of signs and symptoms for a 14-day period is also required.

Services to residents

We are sorry to have to announce the suspension of hairdressing services given the current epidemiological state. In addition, singers cannot access our center. We apologize for any inconvenience caused by these measures.

Volunteers have access to our establishment under certain conditions.

Visiting Hours

Visiting hours in our centers are always restricted and no visit will be allowed outside these hours except for visitors of a loved one at the end of their life.

In CHSLD Heather, visiting hours are 8 am to 8 pm, seven days a week. Outside these hours, no visits will be allowed (except for visitors from a loved one at the end of their life).

Preventive measures to be followed at all times

- ↳ **Distancing** – A minimum distance of two metres must be maintained at all times except when administering care by a caregiver (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.

Thank you for your support

Thank you for your support and cooperation. By following these measures, you are helping to ensure the optimal safety of our residents, their families and our employees. Please do not hesitate to contact us if you have questions that have not been answered here.

Continue to follow our bulletins that are emailed and posted on our website and on our Facebook page.

<https://chheather.com/publications/>

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