

STAYING INFORMED COVID-19 PANDEMIC



Bulletin for informal and family caregivers

January 11th, 2022

Additional details on our special request to informal and family caregivers (IFCs)

We would like to provide you with some additional details regarding the special request we made on January 9th, 2022, in answer to the many questions we received.

Firstly, you do not need to make an appointment to come to the centre. Simply continue your usual routine as an IFC.

What we are asking, as much as possible, and based on your availability and ability, is to have a **greater presence** with your loved one, particularly in centres with residents or employees who are in isolation. **For example**, to come in the morning to help get your loved one up, help with their personal hygiene, dress them and/or assist them with breakfast, be present during meal time if your loved one needs assistance with eating, spend a half-day with them and verify that they are properly hydrated, keep them occupied, have them do activities in their room, help them eat at lunchtime, help put them to bed at night, etc. You must be comfortable with the situation. We are not asking you, for example, to use a patient lift or to give your loved one a bath or carry out any other task you are not comfortable with.

It is important to note that you are not replacing our staff, but rather relieving them of a few duties so that they can focus on other residents who do not have an IFC while you are there. Our employees are still there to provide care and services each day. Your close relationship with your loved one comforts and reassures them, and your presence can be of great help when there are isolation measures in place. You are able to inform us more quickly if there is a change in your loved one's condition, to stimulate them more, to help them at meal time, to ensure they are hydrated and/or to help them in their daily personal care, etc.

We are making a **special exception** for IFCs who will be **spending more time (more than 4 consecutive hours)** with their loved one to help relieve our teams. Since access to the common spaces is prohibited and you must remain in your loved one's room at all times, you are permitted to bring a meal and cold beverages. Occasionally, meals will be provided, based on staff availability. However, you must check to see if a meal is available the day before your visit by contacting Marie-José Duchesneau.

If you are able to spend more time with and/or provide more services to your loved one, we ask that you contact Marie-José Duchesneau, Monday to Friday, 8 a.m. to 5 p.m., at 514-291-4720. Please only contact her on those days and times.

If, exceptionally, you require a meal, you must contact her the day before your visit (except on weekends).

Informal and family caregivers who do not change their usual visiting routine and are not able to offer additional assistance cannot eat or drink in the room.

Thank you for your support, your help with your loved one, your cooperation and, by following all measures, enabling optimal safety for our residents, their loved ones and our employees.