

STAYING INFORMED COVID-19 PANDEMIC

Update on the situation at CHSLD Heather September 2nd, 2022

As you know, a COVID-19 outbreak has been reported on the first and third floors of our CHSLD. The outbreak management committee is working with our crisis unit and in close collaboration with CISSS de Lanaudière's IPC team. The measures we have in place are reviewed and adjusted daily to ensure everyone's safety. We are carefully monitoring symptoms among residents and employees. The **use of an N95 mask is currently mandatory** for all health workers providing direct care to residents.

To keep families well informed of the evolution of the situation in our facility, here are the latest numbers:

	Residents	Employees
Active cases	9 (+3)	10 (+5)
Deaths	0	0
Recoveries	0	0
Cumulative Total	9	10

Receiving for informal and family caregivers (IFCs) and visitors – On floors in outbreak only

At all times and under all circumstances, visitors are not permitted in the CHSLD during this outbreak.

One informal or family caregiver (IFC) at a time, for a maximum of 2 IFCs per day, on condition that they are on the list of IFCs who have received training in IPC measures. A maximum of 4 informal or family caregivers per resident were identified by the centre's management in collaboration with the resident or their representative.

Instructions for caregivers:

- rigorously respect the basic health directives in the living environment,
- practise physical distancing of 2 metres and wear an N95 mask and eye protection in the resident's room or the dedicated room. The use of a mask and physical distancing of 2 metres is mandatory **at all times when entering** the living environment (entrance, corridors, lounge, etc.),
- make sure you are no longer in isolation for COVID-19 and that you do not have any symptoms before visiting a loved one, and

- with the exception of the location reserved for the visit (resident's room), IFCs are not permitted to circulate in the living environment or be in common spaces, unless they are with a user/resident who requires assistance eating in the dining room (e.g., risk of choking or aspirating).

It is forbidden to circulate in common spaces except to access the resident's room.

IFCs are not permitted access to common spaces, for example, the dining room and lounge. They only have access to the resident's room. However, an authorized person can accompany a resident in the dining room, while respecting the health directives in effect, if the resident needs help eating.

Important: The use of a mask and eye protection must be maintained for the duration of your visit. It is essential that you rigorously apply the infection prevention and control measures in order to limit the spread of the virus.

Anyone who does not respect the directives, despite the fact that they received all the information and were supported in the application of IPC measures, could have their access to the living environment suspended..

Measures in effect on floors in outbreak

The dining room is open, except for residents in isolation.

There are no leisure activities on the outbreak floor; however, activities to prevent deconditioning are in place for all residents.

Social activities and external care and services have been temporarily suspended (hairdressing, laundry by family members, sewing, etc.), except for essential services such as personal hygiene, assistance, distribution of medication, service delivery by regular suppliers, housekeeping, bedding, etc.

Outings off the facility's premises are not permitted for people with COVID-19. Other measures may be added, depending on the situation on the different units.

No restrictive measures have been applied to the other floors and residents there are pursuing their regular daily activities.

Prevention measures to be followed at all times

Anyone entering our facilities must:

- **Respect the following 5 steps upon arrival:**

1. **Wash your hands** upon entering the main entrance.
2. **Remove** your mask and **put on** the new medical-quality procedural mask provided – **take it carefully by the ear loops to avoid contaminating it.**
3. **Wash your hands** again.
4. Complete the visitor's log.
5. **Wash your hands** again and proceed with the visit.

- **You must wear your mask at all times** except when eating or drinking.
- **You must rigorously follow** the basic health directives in the living environment: **wear a mask, wash your hands, respect respiratory etiquette.**
- You must not have any symptoms or signs of COVID-19, gastroenteritis, cold or flu.
- You must no longer be in isolation for COVID-19.

Mask-wearing applies to all visitors over the age of 2 inside the facility. The N95 mask is required for floors where there is an outbreak.

The mask must be properly adjusted and completely cover the nose, mouth and chin. Use the ear loops to put on and remove the mask. Do not touch the front of your mask. Do not let the mask hang from your neck or your ears and do not place it under your chin.

Hand hygiene must be practised in all situations and all places: upon arrival, before and after visiting a resident, before and after an activity, before and after eating or drinking, after using the washroom, upon leaving, and after removing gloves, if applicable, to name just a few instances.

News about your loved ones

We understand and share your concerns and we know that you would like to have news as soon as possible about your loved one. As it is very difficult to quickly return all calls, we are asking for your cooperation and that you first try to contact the caregiver or the person who is most in contact with your loved one. This person will be able to inform the family members who wish to be kept updated.

Your cooperation is important

Thank you for following to the letter the infection prevention measures in effect and always wearing your procedural mask. Our residents are at risk, as are our employees. Together, by following these measures, we will be able to reduce the risk of the virus spreading.

Please note that we only publish updates on the situation when there is a change in the status of the outbreak. They are always sent by email and posted on our website and Facebook page.