

# Coronavirus (COVID-19)

June 23, 2020

## INFORMATION SHEET FOR INFORMAL CAREGIVERS AND VISITORS WHOSE LOVED ONE IS INSTITUTIONALIZED

A number of measures have been put in place amid the current pandemic to limit the spread of COVID-19 among seniors and vulnerable persons as much as possible. When the situation was most critical, it was unfortunately not possible to allow informal caregivers and visitors to access CHSLD nursing homes, RI-RTF intermediate and family-type resources and RPA private residences for seniors.

The following update provides information and instructions for visitors and informal caregivers that wish to enter CHSLD nursing homes, RI-RTF intermediate and family-type resources that are part of the SAPA support program for assisted living, and RPA private residences for seniors.

As of June 18, 2020 and **subject to meeting specific conditions**, both informal caregivers who provide significant assistance and/or support, and visitors, are allowed to enter CHSLD, RI-RTF and RPA facilities.

### Rules that apply to informal caregivers who provide significant assistance and/or support and to visitors

	Without COVID outbreak	With COVID outbreak breakout
Visitors	Yes As of June 18, 2020	No
Informal caregivers who provide significant assistance and/or support	Yes	Yes

The new relaxed measures are subject to precautions that are required to ensure a positive risk/benefit balance.

**INSTRUCTIONS RELATING TO THE RELAXATION OF MEASURES THAT APPLY TO INFORMAL  
CAREGIVERS WHO PROVIDE SIGNIFICANT ASSISTANCE AND/OR SUPPORT AND VISITORS  
ENTERING CHSLD, RI-RTF (SAPA PROGRAM) AND RPA FACILITIES**

## **1. Informal caregivers who provide significant assistance and/or support:**

- Informal caregivers authorized to enter CHSLD, RI-RTF (SAPA program) and/or RPA facilities with or without a COVID-19 outbreak must have already provided or now wish to provide, significant assistance and/or support to respond to the needs of a loved one and contribute to that person's bodily integrity and well-being.
- The significant assistance and support may be provided to an institutionalized individual by more than one informal caregiver.
- Support is considered significant when it is provided on a regular basis to respond to the needs of a loved one and contribute to that person's bodily integrity and well-being.
- Assistance and support may relate to helping with meals, monitoring and vigilance of general state of health, support for various activities that are part of the daily routine or of a recreational nature, assistance with walking or even moral support and comfort.
- In complying with the habitual modalities and the facility's specifics, informal caregivers must be able to self-determine the duration, schedule and frequency of their visits.

## **2. Visitors:**

- Visitors are only authorized to enter facilities where no COVID outbreak has occurred.
- Visitors are defined as those wishing to visit an institutionalized individual and who do not meet the criteria for informal caregivers that provide significant assistance and/or support for persons living in a CHSLD, RI-RTF (SAPA program) or RPA facility.

## **3. Informal caregivers and visitors must comply with the following directives:**

### **3.1 Isolation, symptoms monitoring and screening:**

- If you are subject to isolation (for example because of close contact with a COVID-19 case), you are prohibited from entering a CHSLD, RI-RTF (SAPA program) or RPA facility before your isolation ends.
- You must be asymptomatic for COVID-19 or have recovered 14 days from the onset of your symptoms, with no severe symptom experienced in the last 24 hours except for residual cough and loss of smell, which may persist; and no fever in the last 48 hours without the use of fever medicine. If you have recovered from COVID-19 and so wish, you may request a test and have a negative result before entering a CHSLD, RI-RTF (SAPA program) or RPA facility or any unit thereof that has no confirmed case of COVID-19.
- You must self-monitor for symptoms. If you develop the slightest symptom you must not enter a CHSLD, RI-RTF (SAPA program) or RPA facility (see the appendix for the list of symptoms).
- Informal caregivers and visitors may request a screening test at the facility.

## 3.2. Infection protective and preventive measures:

- Sign in when you enter. If an outbreak occurs, this will allow the public health authorities to quickly contact and isolate you if this is required.
- Familiarize yourself with available information on symptoms monitoring, hand hygiene, respiratory etiquette and the use of Personal Protective Equipment (PPE).
- Practice hand hygiene when entering and leaving a CHSLD, RI-RTF (SAPA program) or RPA and when entering and exiting the resident's room and, if applicable the hot spot.
- Correctly put on a procedure mask upon entering the CHSLD, RI-RTF (SAPA program) or RPA and wear it throughout your visit to the facility. Procedure masks can only be worn once then thrown away. They cannot be used for subsequent visits.
- Use PPE in a manner that is appropriate to the type of care you provide and the resident's condition (full PPE must be worn for confirmed cases of COVID-19 or in a unit that has confirmed cases). Procedure masks are sufficient for providing care to a resident with no symptoms and who has not been COVID-19 confirmed. Except for procedure masks, PPE must be removed prior to exiting a hot spot.
- Limit transferring objects between locations, i.e., from home to a CHSLD, RI-RTF (SAPA program) or RPA (this applies to clothing, purses, lunch bags, documents, etc.).
- CHSLD facilities: No more than two people (informal caregivers and/or visitors) may take care of a patient at the same time, abiding by the 2-metre rule. This is mandatory at all times without exception in CHSLD facilities and is especially vital when two residents share the same room.
- RI-RTF (SAPA program) with no more than 10 places: For the entire facility, a maximum of 10 informal/family caregivers and visitors from three different households are permitted to visit residents and must all comply with the 2-metre rule.
- RI with more than 10 places: maximum of two informal caregivers and/or visitors at a time for a single resident. Must comply with the 2-metre rule.
- RPA: No more than 10 informal caregivers and/or visitors from three different households allowed for a single person at any one time. Must comply with the 2-metre rule.
- Arrive wearing clean clothes and change clothes upon returning home. Launder worn clothing regularly.

## 3.3 Circulation inside CHSLD, RI-RTF (SAPA program) and RPA facilities:

- Restrict movement to and from the resident's room or unit.
- Ensure to remain at least two metres away from other facility residents when going to the person's room or unit.
- Avoid contacts closer than two metres with staff and other informal caregivers and visitors to the facility.
- Never enter the common areas of a CHSLD, RI-RTF (SAPA program) or RPA.
- Never enter equipment storerooms.

- Exit the resident's room whenever medical procedures that involve aerosols are performed. Re-enter the room once the required number of full changes of air have been completed (varies by facility).
- Ensure that precautions and hygienic instructions are implemented in bathrooms used by the caregiver and/or visitor. For example, it is not advisable for informal caregivers and visitors use hot spot bathrooms.

With respect to excursions and/or walking with the resident outside a CHSLD, RI-RTF (SAPA program) or RPA:

- Refer to specific instructions for these activities (see "Useful Links").

Informal caregivers and/or visitors who do not comply with the instructions detailed in this information sheet could have their CHSLD, RI-RTF (SAPA program) or RPA access privileges cancelled.

Please read the Québec.ca website page that applies to you:  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/caregivers-during-the-covid-19-pandemic/>.

This page provides numerous short videos, references and information to support you in your role, help you to better understand and memorize the mandatory protective and preventive measures for facility visits, and answer your questions.

**If you are dissatisfied or disagree with the interpretation and implementation of a ministerial directive:**

- A manager or other employee of a CHSLD, RI-RTF (SAPA program) or RPA will have been designated to respond to questions from informal caregivers and visitors and to deal with any dissatisfaction with the interpretation and implementation of ministerial directives. You have the right to know the identity of that individual.
- If disagreements and/or dissatisfaction persist, you may address yourself to the Service Quality and Complaints Commissioner per the facility's policy on confidential complaints.

## USEFUL REFERENCES

Informal caregivers and visitors

- Informal and family caregivers during the coronavirus disease (COVID-19) pandemic:  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/caregivers-during-the-covid-19-pandemic/>
- Public Health Recommendations for Informal Caregivers:  
<https://publications.msss.gouv.qc.ca/msss/en/document-002523/>

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- Answers to questions about Coronavirus (COVID-19):  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/>
- Info-Aidant: 1-855-852-7784 or [info-aidant@lappui.org](mailto:info-aidant@lappui.org)

## Instructions for excursions

- CHSLD <https://www.msss.gouv.qc.ca/professionnels/covid-19/covid-19-directives-au-reseau-de-la-sante-et-des-services-sociaux/chsld/#visites-et-sorties> (in French only)
- RPA <https://www.msss.gouv.qc.ca/professionnels/covid-19/covid-19-directives-au-reseau-de-la-sante-et-des-services-sociaux/residences-privées-pour-aines/#visites-et-sorties> (in French only)
- RI-RTF <https://www.msss.gouv.qc.ca/professionnels/covid-19/covid-19-directives-au-reseau-de-la-sante-et-des-services-sociaux/ri-rtf/#,sorties-des-usagers> (in French only)

## Bereavement

- I am in bereavement for one or more people who passed away during the pandemic  
<https://publications.msss.gouv.qc.ca/msss/en/document-002498/>
- *Guide for Bereaved People During a Pandemic* (Montbourquette Seminars on bereavement)  
[https://praxis.umontreal.ca/public/FAS/praxis/Documents/Formations\\_sur\\_l\\_accompagnement\\_des\\_personnes\\_endeuillees/Guide\\_deuil\\_pandemie.EN.pdf](https://praxis.umontreal.ca/public/FAS/praxis/Documents/Formations_sur_l_accompagnement_des_personnes_endeuillees/Guide_deuil_pandemie.EN.pdf)
- Tel-Écoute—Bereavement line: 1-888-533-3845

## APPENDIX 1: Symptoms self-monitoring checklist

### SYMPTOMS RELATED TO COVID-19

☐ Asymptomatic

Date of onset of symptoms: \_\_\_\_\_ YYYY-MM-DD

Symptoms associated with a COVID-19 episode			
Recent cough or exacerbation (aggravation) of chronic cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Fever ( $\geq 38^{\circ}\text{C}$ or $100.4^{\circ}\text{F}$ ; $\geq 37,8^{\circ}\text{C}$ or $100^{\circ}\text{F}$ for the elderly)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Feverishness/shivering (temperature not taken)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Sore throat	<input type="checkbox"/> Oui	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Breathing problems (out of breath, difficulty speaking, etc.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Headache	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Generalized fatigue	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Aches and pains (muscular, chest, abdomen, etc.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Irritability, confusion	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Diarrhea	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Sudden loss of smell (anosmia) without nasal obstruction, with or without loss of taste (ageusia)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Do not know
Other (provide details): _____			

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