

Coronavirus (COVID-19)

January 8 2021

INFORMATION ABOUT MEASURES THAT APPLY TO FAMILIES AND INFORMAL CAREGIVERS OF RESIDENTS OF A CENTRE D'HÉBERGEMENT ET DE SOINS DE LONGUE DURÉE (CHSLD) OR INTERMEDIATE RESOURCE (RI) FOR SENIORS OF AT LEAST 20 PLACES, DURING THE PERIOD FROM JANUARY 9 TO FEBRUARY 8, 2021

Due to the current epidemiological situation in Québec and in order to slow the spread of COVID-19, it is recommended that the measures aimed especially at limiting visitor access in living environments for vulnerable individuals be continued.

These directives are based on a reference period between **January 9 and February 8, 2021.**
However, depending on the evolution of the epidemiological situation, these measures could be extended beyond February 8, 2021.

The following infection prevention and control (IPAC) measures must be apply at all times in the above facilities:

- physical distancing of 2 meters at all time
- Handwashing
- Availability of all required personal protective equipment (PPE)
- Wearing a medical mask at all time

The following informal caregiver and visitor definitions will facilitate the understanding and their implement instructions:

Informal caregiver:

Anyone who on a regularly or occasionally basis provides supports to a member of their close entourage who has a temporarily or permanently disability and with whom they share an emotional relationship whether this member is a part of the family or not. In this case, support is provide on a non-professional basis regardless of the ages, living environment or the nature of disability (physical, psychological, psychosocial or otherwise) of the supported individual. This care can take a variety of forms, for example, helping with personal care, emotional support or coordinating care and services.

This means that close and immediate family members must be able to access the living environment of their loves one as for informal caregivers.

More specifically for the period from January 9 to February 8, 2021, only family caregivers known to the living environment will be authorized, that is to say caregivers who are already familiar with the (IPAC) measures to be observed. A maximum of 2 caregivers identified by the resident and known to the living environment can have access to the living environment.

Visitor:

Anyone who is not close or immediate family member and who does not fall within the definition of an informal caregiver, and wishes to visit a resident. This may be a person known by the resident with whom the contacts are occasional and not essential to that individual's physical and/or psychological integrity.

INSTRUCTIONS CONCERNING THE PRESENCE OF AN INFORMAL CAREGIVERS TO CHSLDs OR INTERMEDIATE RESOURCES FOR SENIORS OF AT LEAST 20 PLACES DURING THIS PERIOD OF TIME

The maximum number of caregivers known to the living environment is established according to a living environment without an outbreak in red alert level or for a living environment in an outbreak:

CHSLD or RI for seniors with at least 20 places without an outbreak (red level)	<ul style="list-style-type: none">• Access : Maximum 1 known informal caregiver of the living environment per day• Outside gatherings not allowed: Encourage visits to the facility by informal caregivers
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1. General instructions

- Support and monitoring caregivers to a CHSLD or RI for seniors with at least 20 places is required in order to validate the absence of exclusion criteria based on COVID-19 symptoms. These criteria for exclusion are as follows:
 - Anyone infected by COVID-19 that received a positive or epidemiologically confirmed result by an epidemiological link who are not considered to have recovered
 - Anyone awaiting a test result who is suspected of being infected with COVID-19 due to compatible symptoms
 - Anyone who is symptomatic and waiting for a COVID-19 test result
 - Anyone who has had close contact with a confirmed case of COVID-19 in the last 14 days
 - Anyone who has returned from a trip outside of Canada within the last 14 days or less
 - Anyone who has been instructed by public health authorities to self-isolate.

Anyone who is presenting one of these criteria will be refused access to the living environment.

The informal caregivers who does not follow the instructions, despite the fact that they have received all the information and have been accompanied for the application of IPAC measures could be denied access to a CHSLD or to the RI for seniors with 20 places or more.

Relations between people and their loves one must be continue and even intensify during the confinement virtually or through telephone contact.

Instructions for the general population in the context of COVID-19 are available are available at the following address: <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/confinement-in-quebec/>.

Informal caregivers who will be accommodated in the various living environments during the period concerned must follow the instructions of the general population in particular, minimize contact and respect the curfew. However, in certain specific situations, informal caregivers could obtain a letter from a health and social services establishment allowing travel during curfew when clinically required for the user.

Informal caregivers and visitors will be permitted entry to all [palliative and end-of-life facilities](#). Please refer to the current directives on the MSSS website at: https://msss.gouv.qc.ca/professionnels/documents/coronavirus-2019-ncov/COVID-19-Directives_SPFV_2020-10-05.pdf.

2. Specific measures in CHSLD or RI facilities for seniors with at 20 places or more where no outbreak has occurred, in red alert levels

Informal caregivers:

- Appointments scheduling is strongly recommended by a facility to facilitate reception and support for the compliance with the IPAC measures at all times, in accordance with these current directives.
- A known and identified informal caregiver can visit their loved one more than once during the same day, depending on the appointment schedule agreed with the living environment.
- In red alert zones, only trips by informal caregivers between neighbouring areas at the same alert level will be accepted for entry

3. Specific measures in CHSLD or RI facilities for seniors with 20 places or more with an outbreak or an isolation resident

- Informal caregivers can continue to access the facility, subject to specific conditions that are issued.

4. Informal caregivers must respect the following instructions

- 4.1. Isolation, symptoms monitoring and screening:

- You must self-monitor for symptoms. If even a slightest appearance of symptoms is observed, do not enter a CHSLD or RI for seniors 20 places or more (See the list of symptoms in the appendix).
 - If you are in isolation or meet any the exclusion criteria shown above, you cannot enter a CHSLD or RI for seniors with at least 20 places.
 - If you have received a positive result for COVID-19, you can only enter a CHSLD or RI for seniors with 20 places or more once you are considered to have recovered according to criteria recognised and confirmed by public health.
 - Informal caregivers who wish to be tested can request it. However, under any circumstances a CHSLD or a RI for seniors with 20 places or more cannot require an informal caregiver to receive a negative screening test result in order to access the facility.
- 4.2. Infection prevention and control measures:
- You must sign the visitors' register to enable public health authorities to contact you quickly in case of an outbreak and to self-isolate if required.
 - Take note of all available information on symptoms monitoring, hand-washing, respiratory etiquette and the use of personal protective equipment ([PPE](#)).
 - Wash your hands when entering and leaving a CHSLD or RI for seniors with 20 places or more and when entering and leaving a patient's room and the hot zone, if applicable.
 - Wear a medical mask correctly inside a CHSLD or RI for seniors with 20 places or more throughout the visit. The medical mask can only be used once.
 - Use personal protective equipment in an adequate manner according to the instructions.
 - Maintain a physical distance of two metres at all times within a CHSLD or RI for seniors with at least 20 places, especially if two residents share a room but also in all the facility.
 - Arrive in clean clothes. Change your clothes when you get home and wash them (regular washing).
- 4.3. Moving around within the CHSLD or the RI for seniors with 20 places or more:
- At all times, respect the distance of two meters between you and others residents, staff and other caregivers.
 - Do not enter equipment reserves.
 - Leave the room if medical interventions generating aerosols take place, and follow staff's instructions for return.
 - Ask which bathrooms have been assigned to caregivers and what mandatory precautions and sanitary guidelines are in effect. For example, using hot zone bathrooms is not recommended.

You are invited to consult the following Québec.ca website which is intended for informal caregivers: [Informal and family caregivers and visitors to facilities during the coronavirus disease \(COVID-19\) pandemic](#).

This site brings together a lot of information, videos clips and references to support you in your role, help you to better understand and remember the important hygienic measures that you must observed during visits and answer some of your questions.

You have dissatisfaction or disagreement with the interpretation and application of ministerial directives?

- A manager or other designated individual within the CHSLD or the RI for seniors 20 places or more is responsible for answering the questions and the dissatisfaction of informal caregivers related to the interpretation and application of ministerial directives. You are welcome to ask who this designated person is.
- If your dissatisfaction or disagreement persists, you have the right to confidentially contact the Service Quality and Complaints Commissioner per the facility's complaints review procedure.

USEFUL REFERENCES

Informal caregivers

- [Informal and family caregivers and visitors to facilities during the coronavirus disease \(COVID-19\) pandemic](#)
- [Answers to questions about Coronavirus \(COVID-19\)](#)
- [Caregiver Support](#): 1-855 852-7784 or info-aidant@lappui.org

APPENDIX 1: Symptoms self-monitoring grid

COVID-19 SYMPTOMS

Asymptomatic

Date of onset of symptoms _____ YYYY-MM-DD

Symptoms associated with a COVID-19 episode			
Recent onset or worsening of chronic cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Fever ($\geq 38^{\circ}\text{C}$ or 100.4°F ; seniors: $\geq 37.8^{\circ}\text{C}$ or 100°F)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Sudden loss of smell (anosmia) without nasal congestion, with or without loss of taste (ageusia)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Difficulty breathing, out-of-breath or difficulty speaking	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Intense fatigue and major loss of appetite	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Feverishness/shivering (temperature not taken)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Sore throat	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Headache	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Generalized weakness	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Muscular, chest, stomach and other pain	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Irritability/confusion	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Diarrhea	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Other (Please state) _____			