

Coronavirus (COVID-19)

January 8, 2021

INFORMATION ON THE MEASURES APPLICABLE TO FAMILIES AND INFORMAL CAREGIVERS OF RESIDENTS OF A PRIVATE RESIDENCE FOR SENIORS (RPA), FROM JANUARY 9 TO FEBRUARY 8, 2021

Due to the current epidemiological situation in Québec and in order to limit the spread of COVID-19, it is recommended the measures must be pursued aimed at limiting, in particular access to a limited number of people in living environments for vulnerable individuals. Additional measures are planned to limit contacts among residents of the same RPA.

The guidelines are based on a reference period between
January 9 and February 8, 2021.
However, depending on how the epidemiological situation evolves, the measures could be extended beyond February 8, 2021.

The following infection prevention and control (IPAC) measures must 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 timeworn at all times

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 provided 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 loved 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.

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 RELATING TO VISITS BY INFORMAL CAREGIVERS TO PRIVATE HOMES FOR SENIORS 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:

**RPA
without
outbreak(
red alert)**

- **Accès** : Maximum 1 known caregiver of the living environment per day
- **Outdoor exits for gatherings** : Exits for outdoor gatherings are not permitted. However, based on instructions applicable to the general public, independent residents who live by themselves in an RPA and are in isolation are allowed to meet outside their RPA with another person (always the same one) living by themselves at another address. No screening test will be needed when returning to the facility. However, a higher level of self-monitoring for symptoms will be required for 14 days and no contact with other residents will be permitted for 7 days. This also means the following:
 - Meals must be taken in the rental unit or room by residents that live in RPAs where the operator shares their home with renters (often RPAs with 9 units or less)
 - Participation in activities provided by the facility is not allowed

**RPA with
outbreak**

- **Access**: No more than one informal caregiver known to the facility per day
- **Going outside for gatherings**: Going outside for gatherings is forbidden. In cases where the outbreak is localized to the facility the management team may choose to apply measures authorized for facilities without an outbreak.

1. General instructions

- Monitoring visitors to a private home for seniors requires criteria for exclusion based on COVID-19 symptoms. These criteria for exclusion are as follows:
 - o Anyone infected by COVID-19 that received a positive test result or one confirmed by an epidemiological link and is not deemed to have recovered
 - o Anyone awaiting a test result who is suspected of being infected with COVID-19 due to compatible symptoms
 - o Anyone who is symptomatic and waiting for a COVID-19 test result
 - o Anyone who have had close contact with a confirmed case of COVID-19 in the last 14 days
 - o Anyone who has returned from a trip outside of Canada within the last 14 days or less
 - o 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: [Confinement in Québec](#).

Informal caregivers admitted to a facility during this period of time are required to comply with instructions for the general public, including a maximum reduction of contact with others and the curfew. However, in special circumstances, informal caregivers may be able to receive a letter from a health and social services facility permitting curfew travel when clinically required for a resident.

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 for non-outbreak RPA facilities in red alert zones

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

Residents at homes in red alert areas:

- Independent residents living by themselves in an RPA may meet another person with another person (always the same one) outside their residence, also living alone at another address. Upon his return to the facility, all contact with other residents is prohibited for seven days. This also implied the following:
 - Meals must be taken in the rental unit or in the room by residents who live in an RPA where the operator shares their home with residents (often RPAs with 9 units or less).
 - Participation in activities offered by the facility is not allowed.
- Meals in the dining room will no longer be permitted in RPAs. Meals must therefore be delivered to rental units, and all infection control measures must be stringently applied, except for facilities where operators share their home with residents (often RPAs with 9 units or less). Tray delivery charges are not permitted during the COVID-19 pandemic. Also and exceptionally, the use of dining rooms by residents requiring monitoring and/or assistance with eating may be envisaged by the facility as long as infection prevention and control measures are stringently applied.
- Only activities aimed at preventing deconditioning are authorized with strict observance of infection prevention and control measures, including physical distancing of 2 meters between residences and the absence of sharing of objects.
- Walks outdoors and essential visits to supermarkets, pharmacies and such are allowed as long as contacts with others are avoided and 2-metre distancing and the curfew are respected.

3. Specific measures in private homes for seniors where there exists an outbreak or a isolation resident

- Informal caregivers can continue to have access to 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 private home for seniors (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 private home for seniors.
- If you have received a positive result for COVID-19, you can only enter private home for seniors once you are considered to have recovered according to criteria recognised and confirmed by public health.
- Informal caregivers and visitors who wish to be tested can request it. However, under any circumstances the private home for seniors cannot require them to receive a negative screening test result in order to access the home.

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 private home for seniors as well as when entering and leaving the resident's rental unit 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.
- Abide by the 2-metre physical distancing rule at all times inside the care receiver's rental unit and everywhere else in the private home for seniors.
- Arrive in clean clothes. Change your clothes when you get home and wash them (regular washing).

4.3. Moving within a private home for seniors:

- At all times, respect the distance of two-metre between your and all residents, staff and other caregivers.
- Do not enter equipment reserves.
- Leave the rental unit 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 at a private home for seniors

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- 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

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