

BY EMAIL

April 20, 2020

To all residents and family members

Subject: Status update and reminder of measures put in place to contain coronavirus (COVID-19)

Sir/Madam:

We care deeply about keeping you updated on the situation in our CHSLDs and on the preventive measures we are taking to protect residents and staff. Note that **these measures are likely to change on a daily basis** as the situation evolves.

We would like to know your opinion about the methods of communication (emails, phone calls, video calls, etc.) we have put in place to share news about your loved one and keep you updated on the latest developments. We would appreciate you taking the time to [complete a short survey](#) consisting of seven questions.

We are happy to report that, as of April 20, 2020, there are still no confirmed cases of COVID-19 at any of our 11 long-term care centres. Some residents have been tested, and the results received to date have all been negative. We would like to thank the residents for their resilience during this difficult time, the families who are abiding by the order to stay away from the CHSLDs, and the care teams for their hard work. We owe our success to the fact that we have followed the recommendations and guidelines to the letter. Rest assured that if your loved one is suspected of having or is diagnosed with COVID-19, you will be notified promptly.

New measures implemented or planned:

Loosening of measures concerning the presence of family caregivers

We are currently working on a procedure to regulate visits by family caregivers. This new measure will be introduced with a great deal of caution, carefully weighing the risks against the benefits for the resident. Also note that residents who will be allowed visits from a family caregiver are those who require this type of care and who were receiving it prior to the pandemic. The eligibility criteria and application procedure will be emailed next week to each resident's representative.

New admissions and transfers from hospital

Until further notice, no new residents are being admitted to the CHSLDs. As a preventive measure, residents returning from the hospital will be placed in isolation for 14 days. All new symptoms are monitored daily by our teams.

Systematic testing of residents and staff

We welcome the government order that all CHSLD residents and staff be tested for the virus. However, it is important to note that priority will be given to the most at-risk environments. If your CHSLD is identified for testing, you will be notified promptly.

Reminder of current measures in place to limit the spread of the virus:

- Creation of containment zones within CHSLDs
 - Residents suspected of having or diagnosed with COVID-19 will be treated by fully protected, trained and dedicated staff.
 - These zones are separate from the living units, meaning there is no contact with the other residents.
 - If your loved one is suspected of having or is diagnosed with COVID-19, they will be moved to the appropriate zone, where they will stay until the end of their quarantine or until they have recovered.
- Suspension of visits, except for humanitarian reasons
 - In the case of an imminent death (24-48 hours), one person at a time is permitted, to a maximum of 3 people per 24-hour period. Visitors must be significant persons to the resident and must be over 14 years of age.
- Suspension of outings and recreational activities
 - Important medical appointments that cannot be postponed are the only ones that will be kept.
 - Supervised outings on the balconies and in the CHSLD yard will soon be led by the recreational teams and the staff members from the living units. Safe outings with constant supervision will be organized for individual residents or very small groups.
 - Recreational activities are taking place directly in the residents' rooms.
- Measures taken in relation to meals
 - Autonomous residents are required to eat in their rooms. The dining room is reserved for residents who need assistance with feeding and for those who require close monitoring, while respecting physical distancing as much as possible.
 - The vending machines are no longer being stocked. Given this, the Recreation department, in collaboration with Food Services, is now providing snacks to residents as needed.
 - It is prohibited to bring food from the outside into the CHSLD. If a resident needs certain items that are not available at the CHSLD, they can be dropped off between 11 a.m. and 6 p.m. They will be given to residents after a quarantine period.
- Safety amid the COVID-19 pandemic
 - Each floor in our CHSLDs is staffed at maximum capacity to avoid travel between floors. Masks are mandatory, and employees must change into their work uniforms only after arriving at the CHSLD.
 - All non-urgent construction work has been suspended.

If you have questions or concerns about your family member, feel free to call your long-term care centre for an update or to arrange a phone call.

As needed, you can also call the Caregiver Support line (1-855-852-7784) for free, personalized, confidential support, information and referrals. This service is intended for caregivers of older adults and their families.

Finally, we would like to share [a touching video](#) produced in collaboration with the residents of the CHSLD de la Prairie.

Once again, thank you for the confidence you've shown in our teams and for your cooperation during this difficult time. Never forget that you are guardian angels as well, offering residents and employees love and support from a distance and providing them with much-needed comfort.



Lydia Ingenito
Directrice du programme Soutien à l'autonomie des personnes âgées

Contact information for our long-term care centres

- Centre d'hébergement Cécile-Godin, 450-429-6403
- Centre d'hébergement de Saint-Rémi, 450-454-4694
- Centre d'hébergement Docteur-Aimé-Leduc, 450-373-4818
- Centre d'hébergement de Vaudreuil, 450-455-6177
- Centre d'hébergement de Coteau-du-Lac, 450-763-5951
- Centre d'hébergement d'Ormstown, 450-829-2321
- Centre d'hébergement de Châteauguay, 450-692-8231
- Centre d'hébergement du comté de Huntingdon, 450-264-6111
- Centre d'hébergement de La Prairie, 450-659-9148
- Centre d'hébergement Laurent-Bergevin, 514-453-5860
- Centre d'hébergement de Rigaud, 450-451-5329