

# GUIDELINES FOR OPERATORS OF IRs, FTRs AND PSRs

## VISITS BY SIGNIFICANT CAREGIVERS DURING COVID-19

For a significant caregiver to be able to visit a resident at an intermediate resource (IR), family-type resource (FTR), or private seniors' residence (PSR), they must agree to follow all guidelines issued by the Ministère de la Santé et des Services sociaux to reduce the risk of transmitting COVID-19 to residents and employees.

As such, each operator must implement the necessary procedures to protect everyone involved (residents, caregivers and employees) and to make sure **that only one significant caregiver per resident is identified. This guideline must be respected at all times, without exception.**

### 1. Who is considered a significant caregiver?

To be considered a significant caregiver, **a loved one must meet all of the following criteria:**

- Be a relative (family member), friend, or any other significant person to the resident (senior companion);
- Be a person known to the residence staff who provided regular support (2-3 times a week) to the resident prior to the pandemic;
- Be a person who provides emotional support and basic care (stimulation, reassurance, partial personal hygiene, brushing hair, shaving beard, cooking certain meals); this support is provided on a regular basis of at least 2-3 times a week, which meets the ongoing and long-term needs related to the resident's situation.

### 2. How to prepare for the first significant caregiver visits

- Appoint one person in charge of coordinating visits by caregivers and making sure guidelines are followed;
- Identify and make a list of known significant caregivers; use this information to create an evolving log of these individuals;
- On a case-by-case basis, assess the individuals who contact the residence to determine whether they meet the criteria of significant caregiver;
- Inform the eligible significant caregivers of the guidelines they will have to follow. Email them the following documents to read and comply with:
  - *Guidelines for significant caregivers* leaflet;
  - Consent form;
  - Link to the [webpage on the Santé Montérégie Portal for the significant caregivers](#) who will visit your facilities; they will find videos, leaflets and various resources, among other things.
- Keep a log of authorized individuals for use by the doorman;
- Keep a visitors' log, including the significant caregiver's name, resident's name, date, entry and exit times;
- Use procedure masks or other personal protective equipment, depending on the resident's condition;
- Have sufficient amounts of alcohol-based hand sanitizer, garbage cans, laundry hampers, etc.;

- Appoint one person as a multiplying agent to train caregivers on the proper use of masks and other personal protective equipment (where applicable), hand washing, and respiratory hygiene/cough etiquette;
- Make sure the doorman, security guard, or person stationed at the front door of the residence complies with the instructions given to them (see *Guidelines for doormen*).

### 3. What to do during the significant caregiver's first visit

- Greet the significant caregiver and make sure they have followed the doorman's instructions (see *Guidelines for doormen*);
- Have the significant caregiver read and sign the consent form and give them a copy to keep;
- Demonstrate proper use of the mask and other personal protective equipment (where applicable) for the significant caregiver;
- Review the guidelines on movements inside the residence;
- Give the caregiver the symptom self-monitoring chart and tell them they need to inform the person in charge of visits at the residence if they develop symptoms.

#### IMPORTANT

A significant caregiver who is in isolation following close contact with a case of COVID-19 may not enter an IR, FTR or PSR until the end of their isolation period.

A person who tested positive prior to requesting access to an IR, FTR or PSR and who has since recovered must test negative before they are allowed to enter the residence.

### 4. What to do during subsequent visits

- Make sure the significant caregiver understands and follows the guidelines and uses the procedure mask properly;
- Make sure the significant caregiver uses the other personal protective equipment properly, where applicable;
- Remind the significant caregiver to change and wash their clothes each time they get home;
- Ask the significant caregiver to limit trips outside of their home as much as possible, other than visits to the IR, FTR or PSR.

Visit the [Santé Montérégie Portal web page created specifically for operators of IRs, FTRs and PSRs](#). It contains a wealth of forms, leaflets and resources, among other things.

#### Notre mission

Maintenir, améliorer et restaurer la santé et le bien-être de la population québécoise en rendant accessible un ensemble de services de santé et de services sociaux intégrés et de qualité, contribuant ainsi au développement social et économique du Québec.

#### Notre vision

Des soins de santé et des services accessibles et efficaces qui s'adaptent aux besoins des Québécois.

#### Nos ambitions

Le CISSS de la Montérégie-Ouest réalise ses ambitions en osant innover dans ses façons de faire et ainsi il se démarque et rayonne par:

- L'excellence de son offre de soins et services intégrés de proximité axée sur l'interdisciplinarité, l'accessibilité et l'adaptation aux besoins de sa population;
- Son courage à questionner et à améliorer ses pratiques professionnelles, cliniques et de gestion;
- La reconnaissance de la contribution de son personnel et la mise en place de pratiques de gestion humaines;
- La force de ses liens avec ses partenaires.

#### Nos valeurs

Nos actions sont guidées par cinq valeurs, interdépendantes et en équilibre: bienveillance, collaboration, engagement, audace et cohérence.