

GUIDELINES FOR SIGNIFICANT CAREGIVERS

VISITS BY SIGNIFICANT CAREGIVERS DURING COVID-19

For you to be able to visit your loved one at an intermediate resource (IR), family-type resource (FTR), or private seniors' residence (PSR), you 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. Only one significant caregiver per resident will be admitted. This guideline must be respected at all times, without exception.

You are considered a significant caregiver if you meet all of these criteria:

- You are a relative (family member), friend, or any other significant person to the resident (senior companion);
- You are known to the residence staff and provided regular support (2-3 times a week) to your loved one prior to the pandemic;
- You provide emotional support and basic care (stimulation, reassurance, partial personal hygiene, brushing hair, shaving beard, cooking certain meals);
- You provide this support 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.

Note that a caregiver of a resident who was admitted shortly before or during the COVID-19 pandemic and who is not well known to staff members may still be authorized if they meet the criteria listed above.

As a precaution, you must follow the guidelines below:

Before your first visit to the residence, you must:

- Confirm with the IR, FTR or PSR director that you are considered a significant caregiver;
- Read the consent form.

IMPORTANT

If you are in isolation following close contact with a case of COVID-19, you may not enter an IR, FTR or PSR until the end of your isolation period.

If you tested positive prior to requesting access to an IR, FTR or PSR and have since recovered, you must test negative before you are allowed to enter the residence.

At your first visit, you must:

- Sign the consent form in front of the person in charge of visits at the residence.
- Self-monitor for symptoms according to the chart given to you; if you develop symptoms, refrain from visiting the residence and notify the person in charge. Call Info-Santé 811 to find out if you need to be tested;

- Wash your hands when entering and exiting the residence, and when entering and exiting the resident's room or apartment;
- Correctly put on a procedure mask when you arrive at the residence and wear it throughout your visit. The procedure mask must be discarded after four (4) hours or when you leave the residence;
- Depending on your loved one's condition and the instructions you are given, correctly put on personal protective equipment; remove it when exiting the room or apartment;
- Do not bring any clothing or items with you (purse, lunch bag or documents) that you will need to take home after your visit.

Movements inside the IR, FTR or PSR:

- Go directly from the front door of the residence to your loved one's room or apartment, and vice versa;
- You must be able to get to the resident's room without coming within 2 metres of any other resident;
- Avoid coming within 2 metres of staff members and other caregivers;
- Keep out of the residence's common areas.

Movements outside the IR, FTR or PSR:

- Other than your visits to the residence, limit your trips outside of your home;
- Change and wash your clothes each time you get home.

We encourage you to visit [the Santé Montérégie Portal web page](#) created specifically for significant caregivers. It contains a wealth of tools and other resources.

**Thank you for your continued caution and compliance with these guidelines.
The safety of our residents, employees and caregivers remains everyone's priority!**

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.