

# Coronavirus (COVID-19)

## GREEN ALERT LEVEL

June 28, 2021

### MEASURES FOR FAMILIES, INFORMAL AND FAMILY CAREGIVERS, AND VISITORS WITH A LOVED ONE IN A RESIDENTIAL CARE FACILITY

Given the current COVID-19 situation in Québec, the ongoing vaccination campaign, and the reopening plan for the general population, health measures must continue to be upheld in various residential care facilities. **This leaflet is intended for families, informal and family caregivers (IFCs), and visitors who want to help or visit a loved one in a residential care facility, either inside the facility (e.g., bedroom, rental unit) or outside the facility (e.g., on the grounds or for indoor or outdoor private gatherings in the community).**

This leaflet applies to residential and long-term care centres (CHSLD), intermediate resources (IR), and private seniors' residences (PSR) located in a region at the green alert level.

**The measures in this leaflet apply at all times, regardless of your immunization status (unvaccinated, first dose, or second dose).**

**The following measures must be followed at all times:**

- Medical masks worn according to the guidelines in effect
- Hand washing
- Physical distancing of 2 metres or personal protective equipment (PPE) required according to the resident's situation and guidelines in effect:
  - Hot or warm zone: Gown, gloves, medical mask or N95 RPE mask, and eye protection
  - Cold zone: Medical mask according to the guidelines in effect



## You are considered an informal or family caregiver if:

- You provide significant support on an occasional or ongoing basis to a person in your life who is temporarily or permanently incapacitated, regardless of their age, their living situation, or the nature of their disability, be it physical, psychological, psychosocial, or other.
- You share a bond with the person you care for, whether a family member or another loved one.
- You provide support informally on a non-professional basis.

**Keep in mind that support may take the form of transportation, help with personal care, emotional support, coordination of care, and so on.**

As a member of person's close or immediate family, you can access your loved one's residential care facility, just as informal or family caregivers can. Companions are considered informal or family caregivers if they provide support.

## Visitors include:

Any person wishing to visit the resident who is not a close or immediate family member or family or informal and family caregiver as defined above. It may be someone the person knows and with whom they have occasional contact that is not essential to their physical or psychological well-being.

## INSTRUCTIONS FOR THE GREEN ALERT LEVEL



### Inside

A staff member or volunteer must greet the visitor or informal and family caregiver when they arrive to ensure the following measures are upheld.

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A **maximum of 9 people** (excluding the resident) are allowed in at the same time, depending on the facility's capacity. There is no maximum number of people allowed per day.

## Visits



### Outside

A staff member or volunteer must greet the visitor or informal and family caregiver when they arrive to ensure the following measures are upheld.

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A **maximum of 9 people** (excluding the resident) are allowed in at the same time, depending on the capacity of the outdoor space. There is no maximum number of people allowed per day.

- All sanitary measures in force must be followed: medical mask, hand washing, a physical distance of 2 metres, and visitor log sign-in.
- The visitor or informal or family caregiver can access common areas with the resident, including the common room and dining room, in accordance with the facility's regular rules.
- If aerosol-generating medical procedures are to be conducted, visitors and informal and family caregivers must leave the resident's room and follow the staff's instructions as to when they can return.
- Visitors and informal or family caregivers must ask which washrooms they can use and what health guidelines must be followed.



- All sanitary measures in force must be followed: medical mask, hand washing, a physical distance of 2 metres, and visitor log sign-in.
- Visitors are not allowed indoors, except to access the courtyard.

## General guidelines

*Informal and family caregivers and visitors are allowed in, and travel between regions and territories is permitted.*

### INSTRUCTIONS FOR INFORMAL AND FAMILY CAREGIVERS AND VISITORS

#### Infection prevention and control measures (IPC)

To visit a loved one in a residential care facility, visitors and informal and family caregivers must:



Sign the check-in/check-out log



Wash their hands when entering and exiting the residential care facility, the resident's rental unit or room, and the hot zone, if applicable



Properly wear a medical mask for the entire duration of their visit, in accordance with the guidance in effect. Dispose of the mask after the visit

## Exclusions

You **will not be admitted to a residential care facility if you:**

- Test positive for COVID-19
- Have COVID-19 symptoms
- Are waiting for a COVID-19 test result
- Have had contact with a confirmed case in the past 14 days
- Have been exposed to a symptomatic person living in the same household
- Have returned from a trip outside Canada in the past 14 days or as indicated in the federal government guidelines for self-isolation after travel
- Have been instructed to self-isolate by public health authorities



Cough



Sudden loss of  
sense of smell without  
nasal congestion



Fever



Difficulty  
breathing

Under no circumstances may the residential care facility **require an informal or family caregiver or visitor** to obtain a negative test result or **proof of vaccination** to enter the facility.

**Anyone who does not abide by residential care facility guidelines, including health guidelines, may be denied access.**

## General guidelines

- All general public guidelines must be upheld.
- You do not need to make an appointment before coming to the residential care facility.
- There are no limits on the length or number of visits per day.

## Visits to settings experiencing an outbreak or a resident in isolation:

- Only informal and family caregivers identified by the resident and registered on the residential care facility's list will be admitted to an outbreak setting or to see a resident in isolation. The resident must have previously provided the residential care facility with the names of 4 informal and family caregivers.
- Informal or family caregivers are required to follow all IPC procedures.
- For outdoor visits, informal or family caregivers must check what measures are in effect at the residential care facility.

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Only 1 informal or family caregiver per day will be admitted.

## Residents at the end of life or in palliative care

- Spouses and children may visit residents who are at the end of life or in palliative care either together or separately without any restrictions on the number of visitors.
- Minors must be accompanied by an adult.

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For other visitors, there is a maximum of 9 people at the same time.

## Concerns or disagreements about the interpretation and application of ministerial directives

- A manager or other member of the residential care facility staff is responsible for addressing any concerns or disagreements on how ministerial directives are interpreted.
  - You are encouraged to ask who handles this at the facility.
- If concerns or disagreements cannot be resolved, you can contact the service quality and complaints commissioner in accordance with the institution's complaints procedure and with full confidentiality.
- You can also contact the facility's user committee.



## USEFUL REFERENCES

For more information, visit the following pages of the Québec.ca website:

- [Informal and family caregivers and visitors to facilities during the coronavirus disease \(COVID-19\) pandemic](#)
- [Answers to questions about Coronavirus \(COVID-19\)](#)

You can also contact Caregiver Support by calling 1-855-852-7784 or writing to [info-aidant@lappui.org](mailto:info-aidant@lappui.org)

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