

STAYING INFORMED COVID-19 PANDEMIC



Bulletin no. CO-011-FAMILIES

April 6th, 2020

1:30 p.m.

GOVERNMENT OF QUÉBEC DIRECTIVE

ISOLATION AREA (HOT ZONE)

The emergency health situation has required the government to make exceptional decisions that seek to limit the spread of the coronavirus and to protect the population, particularly the elderly. In keeping with this, the government recently directed all long-term care facilities (CHSLDs) to create a hot zone for all suspected cases, cases that are under investigation and confirmed COVID-19 cases. This zone must have dedicated staff assigned exclusively to residents in isolation. Staff in this zone are required to follow rigorous protocols for the protection of all.

To achieve this and ensure the safety of the other residents and staff, a living unit in each CHSLD will be converted into a hot zone. However, this will involve several displacements in order to reorganize care and services, and may require us to move your loved ones to other units.

Usually, when moving residents to another room, we systematically obtain the consent of the resident and their loved ones. However, the current exceptional circumstances require us to take exceptional measures and to take action immediately in order to avoid contamination on the premises as much as possible.

Consequently, please be informed that we are immediately setting up this zone and that any resident affected by this measure will be moved right away. Please rest assured that we will take the time to explain to these residents why they are being moved to a new room and that this is a temporary measure.

If your loved one must be moved, you will be informed as soon as possible of their new room number and new telephone number, if applicable.

Since the onset of the pandemic, our staff has, on a daily basis, been monitoring for clinical signs and symptoms of COVID-19 in all of our residents.

We have already created teams dedicated to caring for residents who will be in the hot zone. These teams will oversee the optimal use of protective equipment by staff. Employees will be made available as needed.

All postings have been enhanced at zone entrances, including those regarding hand-washing and respiratory hygiene.

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We are aware that this government directive could cause concern among the families and loved ones of residents regarding the health of the elderly and vulnerable people living in our establishments. However, please rest assured: our coordinating team has implemented all the measures necessary to ensure the safety of the other residents and employees. No one except dedicated staff will be permitted to enter the hot zone. Similarly, the staff dedicated to the hot zone will not be permitted anywhere else in the establishment.

Please regularly consult the government site dedicated to the pandemic:
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

Together, we will win this battle.