

## Infection and Prevention Control

- Wash your hands before and after touching the animal.
- Wash your hands or make sure that the hands of the resident you are visiting are washed before and after having touched the animal.
- Make sure that the animal does not lick the resident's face or any skin that has a lesion or wound of any kind.
- While the staff is providing hygiene care or treatment, the pet must temporarily leave the room to avoid transmitting infection.
- Avoid visiting a resident who has any signs or symptoms of infection (fever, diarrhea, cough, etc.).

## Zootherapy

Zootherapy organizations are among our partners, and they give residents a chance to spend wonderful moments in the company of animals. Zootherapy contracts verify the organizations admissibility criteria in advance. Therefore, they do not require a pass.



## You are an employee and you have pets that would like to participate in on-site activities ?

You'd like to have your pet participate in a specific event?

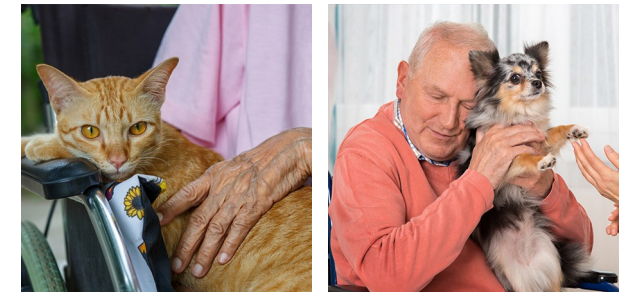
Any visit from an employee's pet must be authorized by the immediate supervisor and **only on a specific day**. This must not become a regular practice.

Once your superior has signed the authorization, stop by and see the receptionist at your facility to open a file and sign the form to allow your pet's visit with a **day pass**. This should not be or become regular.

Site Management reserves the right to deny access to a pet in their facility if it deems the animal's behaviour or breed inappropriate or if the rules of conduct are not respected.



# Pets in the Healthcare Environment



Information sheet for residents, families, staff and animal therapy organizations



## Pets in Groupe Santé Arbec's Facilities

Groupe Santé Arbec encourages the presence of pets in its facilities while respecting the principles that ensure the health and safety of all.

For the purposes of safety, hygiene and cleanliness, residents are not permitted have a pet in their room permanently.

### Pets visiting a resident

Visits by pets are permitted, but must first be authorized following a verification of the vaccination record, treatment against fleas, ticks and other parasites as well as the animal's cleanliness, and only after a pass has been issued.

Stop by and see the receptionist at your residential and long-term care centre to open a file and sign the form authorizing your pet to visit **with a yearly pass**.



## Rules of Conduct to Respect

- Provide the documents necessary to evaluate the risk of infection (vaccination booklet, veterinary attestation, etc.) in order to receive the pass required to enter the facility.
- Ensure that the dog or cat has been vaccinated against rabies and kennel cough, that it has received its basic vaccinations and treatment for fleas and ticks as well as internal or external parasites, at the time of the visit. The animal's health booklet is required.
- Ensure that the animal is clean, brushed and that its claws are trimmed before the visit. Clean the animal's paws before entering our facilities.
- Wash your hands and the resident's hands before and after touching the animal.
- Report any incident (bite, scratch, contact with saliva/wound, etc.) involving a resident or employee.
- Visitors must supervise and control their pet at all times in order to respect hygiene standards and collective rights.

- The pet owner assumes full responsibility for potential accidents or incidents caused by their pet.

To respect the rights and wishes of the other residents and take into account their allergies, **pets are only permitted in the resident's room.**

**They are not permitted to circulate in the facility's common areas, hallways, staff room, dining room and kitchen.**

They must be kept on a leash at all times or transported in a cage as soon as they enter the facility and until they are in the resident's room. The leash must be non-retractable and no longer than 60 cm (27 in.).

If the pet shows signs of agitation, anxiety or aggression, the visitor must immediately accompany the pet outside and leave the site.

The facility reserves the right to intervene if a visitor fails to respect these rules by asking them to leave the facility.



## A little accident ? (urine, excrement, saliva or other)

If the pet has a little accident inside the centre, put on gloves, clean the soiled area with a paper towel. Place the soiled paper towel and then the gloves in a closed plastic bag. Wash your hands with soap and water and **immediately inform the staff** so the hygiene and sanitation service can disinfect the soiled area. Pets are not permitted to relieve themselves on a disposable carpet, like a pee pad.

If your pet leaves excrement outdoors, you must immediately pick it up, put in a tightly-closed bag for animal waste and throw it in a garbage can. Wash your hands with water and soap afterwards.