

**Communiqué**

**May 12, 2020**

## **To family caregivers and families of Excelsoins residents**

Dear Excelsoins community,

Visits from significant family caregivers will be possible starting on May 11, 2020 in most of our residences, subject to compliance with specific conditions, including that the caregiver can provide significant support to their loved one in residence. We are working in concert with the government and follow their directives and recommendations, but we are very worried about the consequences of the rapid and open deconfinement of our residences, given that we have experienced significant outbreaks in some of our residences despite strict containment measures.

The happiness and mental health of each of our residents is also at the heart of our concerns but cannot take precedence over the safety of all of our residents. The strict containment measures imposed to date have impacts for people living in our living environments and for their loved ones.

We will communicate Monday, May 11 with all caregivers who have registered via [tousensemble@excelsoins.com](mailto:tousensemble@excelsoins.com) to discuss the conditions and procedures and to schedule an appointment for a first visit and training on our safety procedures and how to proceed that are adapted to each of our residences.

To ensure the safety of our residents, we would like both the caregiver and the resident to be COVID-19 negative. The loved one visited must not be symptomatic or, if he has experienced COVID, he must have been declared cured. We know that this criterion exceeds what is requested by the ministry, but we ask for everyone's cooperation to ensure the safety of our seniors. For security reasons for our residents, we are in contact with the ministry to exclude certain residences struggling with a recent outbreak, and we will keep our community informed of developments.

We remind you of the procedures provided for in the ministerial directive and the discussions with the CIUSSS / CISSS for their implementation. The caregiver must make an appointment for the times he wishes to provide support. In the residence, the caregiver must agree to visit only their loved one; no exceptions will be allowed. Activities in the room will be allowed, as well as going outside in the courtyard of the residence. Any food brought from outside should be commercially prepared. Gifts and

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items must be disinfected at the entrance. We ask that you wear freshly laundered clothing. Although we encourage going outside, we ask that you do not leave the residence grounds with your loved one.

Upon arrival, you will have to enter your name in the register, submit to having your temperature taken with a non-contact thermometer, and complete the socio-health questionnaire. Please do not be surprised if changes have occurred in the residence. Depending on the situation, several common areas were closed, and different containment measures had to be taken to prevent or control the spread of the virus. Our dearest wish is to return to normal as quickly as possible.

### **Procédure à suivre pour vous inscrire si ce n'est déjà fait**

- Complete the [caregiver pre-triage questionnaire](#) (available on our website [www.excelsoinscoronavirus.com](http://www.excelsoinscoronavirus.com)) and send it to us by email at [tousensemble@excelsoins.com](mailto:tousensemble@excelsoins.com);
- Carefully read the document with specific instructions for caregivers (available at [www.excelsoinscoronavirus.com](http://www.excelsoinscoronavirus.com)).

It will take all of us working together to bring smiles back into our residences. Your support is precious and certainly eagerly awaited, and we count on everyone's collaboration to keep everyone safe.

### **Training on security measures**

Excelsoins and the CIUSSS / CISSS have set up training courses for significant caregivers. Thanks to these, caregivers will be able to benefit from having the skills and knowledge necessary that will allow them to limit their movements in a safe manner within the residence, apply hygiene measures and take care of their loved one, all while prioritizing their safety and that of others. Excelsoins training is available on the web at the following address:

<https://bit.ly/3bonF5T>

Regarding the training set up by the CIUSSS / CISSS, we will inform you of the procedures for registering once the caregiver form is completed.

This training includes training on isolation measures which are not applicable to everyone.

### **Visits outside the residence**

The government also announced last week the resumption of outings for seniors in residence and in CHSLDs. Given the vulnerability of our residents, we ask you to limit these outings to the courtyard of the residence, and to respect at all times the 2 meters of social distance. You will be asked to wear a mask at all times and to practice perfect hand hygiene. If the person whom you come to visit has to move in an adapted wheelchair, we invite you to limit contact with the chair. The chair will be disinfected after your visit.

We are working to set up secure visiting rooms both inside and outside our residences in order to allow residents and their loved ones to reconnect safely.

All together against COVID-19!

Christian G. Archambault, President

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