

COVID-19: Graduation of measures in facilities, by alert level

For measures not addressed in this table, please see the relevant ministerial directives.

TABLE A Directives applicable in all CHSLDs and in all IRs with 20 or more places, with one or more users vulnerable to COVID-19					
Measures	New Normal		Additional Measures		
	Alert Level 1	Alert Level 2	Alert Level 3	Alert Level 4	Preventive isolation/ Isolation or Outbreak (at least 2 confirmed cases in the facility)
Access to the facility (Visits and outings)					
Informal caregivers providing significant assistance or support (see definition¹)					
Inside the facility, in the room	Permitted Maximum of 2 people at once + see the directives for palliative care visits	Permitted Maximum of 2 people at once + see the directives for palliative care visits	Permitted Maximum of 2 people at once, for a maximum of 4 people ² per 24-hour period + see the directives for palliative care visits	Permitted Maximum of 1 person at once, for a maximum of 2 people ¹ per 24-hour period + see the directives for palliative care visits	Permitted Maximum of 1 person at once for a maximum of 2 people ¹ per 24-hour period + see the directives for palliative care visits
Inside the facility, in the common spaces (e.g. lounge, dining room, etc.)	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
Visiting room	Permitted	Permitted	Permitted Maximum of 2 people at once, in compliance with two-metre physical distancing requirements	Permitted Maximum of 1 person at once	Not permitted
On the grounds of the facility	Permitted Maximum of 2 people at once	Permitted Maximum of 2 people at once	Permitted Maximum of 2 people at once	Permitted Maximum of 1 person at once	Preventive isolation or isolation: Not permitted If the outbreak is contained: Not permitted, except with permission from the IPC team
Visitors³					
Inside the facility, in the room	Permitted	Permitted	Not permitted + see the directives for palliative care visits	Not permitted + see the directives for palliative care visits	Preventive isolation or isolation: Not permitted

¹ Informal caregiver: any person who, occasionally or on an ongoing basis, provide assistance to a loved one, family member or not, who is temporarily or permanently disabled, and with whom he or she has emotional ties. The assistance is given informally, in a non-professional way, regardless of age, living environment or the nature of the disability (physical, psychological, psycho-social or other). It may take different forms, e.g. assistance with personal care, emotional support or organization of care.

² The maximum number of people refers to the total number including the informal caregivers and the companion.

³ Visitors: any person who wishes to visit the user, who is not a family member and who is not covered by the definition of informal caregiver. It may be someone the user knows and with whom he or she has occasional contacts not essential to his or her physical and psychological well-being. It may also be a person the user does not know. In addition, for visitors from a region that is not at the same alert level as the region in which the facility is located, the directives for the most restrictive alert level apply.

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	Maximum of 2 people at once ⁴ for a maximum of 4 people per 24-hour period + see the directives for palliative care visits	No more than 2 people at once ³ for a maximum of 4 people per 24-hour period + see the directives for palliative care visits			If the outbreak is contained: Not permitted, except with permission from the IPC team + see the directives for palliative care visits Not permitted
Inside the facility, in the common spaces (e.g. salon, dining room, etc.)	Not permitted	Not permitted	Not permitted	Not permitted	
Visiting room	Permitted	Permitted	Permitted Maximum of 1 person at once	Not permitted	Not permitted
On the grounds of the facility	Permitted Maximum of 2 people at once ³ for a maximum of 4 people per 24-hour period	Permitted No more than 2 people at once ³ for a maximum of 4 people per 24-hour period	Not permitted	Not permitted	Preventive isolation or isolation: Not permitted If the outbreak is contained: Not permitted, except with permission from the IPC team + see the directives for palliative care visits
Others					
Regular professionals from the CHSLD's interdisciplinary team (occupational therapist, physiotherapist, social worker, nutritionist, etc.)*	Permitted	Permitted	Encourage remote consultation / intervention Otherwise, adjust frequency according to needs	Encourage remote consultation/ intervention Otherwise, adjust frequency to provide essential services	Encourage remote consultation/ intervention Otherwise, essential services only
An IR facility's own health and social service professionals (e.g. educators, occupational therapists, nurses, etc.)**	Permitted	Permitted	Encourage remote consultation / intervention Otherwise, adjust frequency according to needs	Encourage remote consultation/ intervention Otherwise, adjust frequency to provide essential services	Encourage remote consultation/ intervention Otherwise, essential services only
Professionals from outside the facility (e.g. orthotists, chiropodists, etc.)	Permitted	Permitted	Encourage remote consultation / intervention Otherwise, adjust frequency to provide essential services	Encourage remote consultation / intervention Otherwise, adjust frequency to provide essential services	Encourage remote consultation/ intervention Otherwise, essential services only
Personnel paid by the CHSLD for leisure activities (e.g. recreology, music therapy, pet therapy, singers, etc.)	Permitted	Permitted	Not permitted	Not permitted	Not permitted
Members of users' or residents' committee*	Permitted Give priority to virtual meetings	Permitted Give priority to virtual meetings	Permitted but give priority to virtual meetings	Permitted but give priority to virtual meetings	Permitted if the outbreak is contained
Private services dispensed on the premises of the CHSLD (e.g.	Permitted	Permitted	Permitted	Not permitted	Not permitted

⁴ The maximum number of people refers to the total number including informal caregivers and visitors.

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hairdresser with a salon in the CHSLD)					
Personnel hired by the resident or his/her family (e.g. companion)	Permitted	Permitted	Permitted only for a companion who provides significant assistance or support, and for a maximum of 1 person per 24-hour period	Permitted only for a companion who provides significant assistance or support, and for a maximum of 1 person per 24-hour period	Not permitted, except for a companion who provides significant assistance or support, with stringent application of IPC measures
Volunteers	Permitted	Permitted	Not permitted	Not permitted	Not permitted
Construction, renovation or repair workers	Permitted	Permitted	Permitted to complete work that has already been started	Not permitted, except for repairs and maintenance needed to ensure safety	Not permitted, except for repairs and maintenance needed to ensure safety
IPC oversight visits (MSSS, RSSS) or CNESST inspection visits	Permitted	Permitted	Permitted	Permitted	Permitted
Accreditation Canada visits*	Permitted	Permitted	Not permitted	Not permitted	Not permitted
Ministerial quality assessment visits (MSSS)	Permitted	Permitted	Not permitted	Not permitted	Not permitted
User service quality control visits (RSSS)**	Permitted	Permitted	Permitted	Not permitted, except for essential visits	Not permitted
Visits by family members to wash the resident's/user's clothes	Permitted	Permitted	Not permitted	Not permitted	Not permitted
Deliveries for residents /users (food, purchases, etc.) and goods brought in by families	Permitted	Permitted	Permitted with delivery safety mechanisms: goods left at reception, packages and containers disinfected, a 72-hour waiting period between delivery and release to the resident, and IPC measures applied when handing over goods to residents.	Permitted with delivery safety mechanisms: goods left at reception, packages and containers disinfected, a 72-hour waiting period between delivery and release to the resident, and IPC measures applied when handing over goods to residents.	Permitted with delivery safety mechanisms: goods left at reception, packages and containers disinfected, IPC measures applied when handing over goods to residents.
Pet animals accompanying an informal caregiver or visitor	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
Temporary accommodation (e.g. respite beds, emergency care, convalescence)	Permitted	Permitted	Not permitted – except for emergencies and with a 14-day preventive isolation period	Not permitted – except for emergencies and with a 14-day preventive isolation period	Not permitted
Residents / users					
On site	Permitted	Permitted	Permitted with supervision	Permitted with supervision	Not permitted
Monitoring of symptoms	On a daily basis	On a daily basis	On a daily basis	On a daily basis	On a daily basis and adjusted in accordance with clinical instructions
Meals in the dining room	Apply the bubble concept or two-metre physical distancing	Apply the bubble concept or two-metre physical distancing	Apply the bubble concept or two-metre physical distancing and limit the number of residents	Apply the bubble concept or two-metre physical distancing and limit the number of residents	Not permitted
Meals in the room	Not recommended, except if the user exhibits specific clinical conditions	Not recommended, except if the user exhibits specific clinical conditions	Not recommended, except if the user exhibits specific clinical conditions	Necessary if the bubble concept cannot be applied	Preventive isolation or isolation: necessary If the outbreak is contained: necessary, except with permission from the IPC team

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Group activities inside the facility or outside, on the facility's grounds	Permitted With the application of either the bubble concept or two-metre physical distancing	Permitted With the application of either the bubble concept or two-metre physical distancing	Permitted With the application of either the bubble concept or two-metre physical distancing, and limits on the number of residents	Permitted With the application of either the bubble concept or two-metre physical distancing, and limits on the number of residents	Not permitted If the outbreak is contained: Not permitted, unless the organization of care and activities allows for it, and provided sufficient resources are available
Socio-professional activities (school, practicums, work, day centre, etc.)**	Permitted	Permitted	Permitted	Not permitted, except for users holding essential service jobs	Not permitted
Unaccompanied walks outdoors	Permitted, with or without supervision, depending on the user's condition / problem	Permitted, with or without supervision, depending on the user's condition / problem	Permitted, with or without supervision, depending on the user's condition / problem	Permitted, but only in the facility's grounds, or with supervision if outside the grounds	Not permitted If the outbreak is contained: Not permitted, except with permission from the IPC team Not permitted
Outings, alone or accompanied by an informal caregiver (e.g. walk, restaurant, drugstore)	Permitted, with or without supervision, depending on the user's condition / problem	Permitted, with or without supervision, depending on the user's condition / problem	Not permitted: CHSLD IR: Walks permitted, with or without supervision, depending on the user's condition / problem Limited to essential outings only and/or priority given to delivery for restaurants, drugstores and stores	Not permitted: CHSLD IR: Walks permitted, with or without supervision, depending on the user's condition / problem Limited to essential outings only and/or priority given to delivery for restaurants, drugstores and stores	
Outings of less than 24 hours (medical appointments) ⁵	Permitted	Permitted	Limit the frequency of outings	Limited to essential outings	Not permitted for people in isolation
Temporary vacations in the community (more or less than 24 hours) ⁵	Permitted	Permitted	Limited to essential outings	Not recommended Promote the use of alternative methods to maintain social connections Permitted only in exceptional circumstances to maintain the person's health and well-being: - If essential to the user - In a zone with the same alert level - At the home of a significant other (e.g. family, spouse)	Not permitted for people in isolation
Personnel / replacements					
Personnel/replacements/trainees working in a single facility ⁶	Recommended	Recommended	Mandatory: CHSLD Highly recommended: IR	Mandatory: CHSLD Highly recommended: RI	Mandatory

⁵ This will be clarified on the directives concerning trajectories.⁶ Must also be in compliance with other ministerial directives or orders applicable to human resources.

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Personnel/replacements working on a single floor, in a single unit or in similarly-rated zones (hot, warm or cold) ⁶	Recommended	Recommended	Mandatory: CHSLD for PSWs Highly recommended: IR	Mandatory: CHSLD for PSWs Highly recommended: IR	Mandatory, including rest room reserved for a single floor or unit
Use of agency personnel ⁶	Permitted: give priority to the same agency personnel, and make sure they have received IPC training	Permitted: give priority to the same agency personnel, and make sure they have received IPC training	As a last resort, provided the personnel work only at the facility, and make sure they have received IPC training	As a last resort, provided the personnel work only at the facility, and make sure they have received IPC training	As a last resort, provided the personnel work only at the facility, and make sure they have received IPC training
Changing of clothes before and after every shift	Recommended	Recommended	Mandatory	Mandatory	Mandatory

The health directives applicable to different facilities are based on two main elements:

- The COVID-19 vulnerability factors of the people living in the facility
- The organization of services in the facility (similarity to a family unit, number of different people providing services to users, potential number of visits)

The known vulnerability factors for COVID-19 complications are as follows:

- Age 70 or over
- Compromised immune system (according to the INESSS): https://www.inesss.qc.ca/fileadmin/doc/INESSS/COVID-19/COVID-19_Immunosuppression.pdf
- Chronic disease, more specifically an uncontrolled or complex chronic disease that is severe enough to require regular medical monitoring or hospital care (for further details, see page 4 of the INSPQ document on workers with chronic diseases: https://www.inspq.qc.ca/sites/default/files/publications/2967_protection_travailleurs_sante_maladies_chroniques.pdf)
- Significant obesity (e.g. BMI ≥ 40)
- A medical condition with decreased clearance of respiratory secretions or risk of aspiration (e.g. cognitive disorder, spinal cord injury, convulsive disorder, neuromuscular disease).

If a CHSLD is housed in the same building as other services (e.g. rehabilitation services or a day centre), the measures applicable to the CHSLD also apply to those services.

For facilities that are both an IR and a PSR or facilities in buildings that also house other services (e.g. an organization offering respite care with accommodation, or a day centre), separate directives may apply to each situation, provided the following conditions are met:

- The PSR places are on a different floor or in a different building from the IR places.
- Employees work in only one of the facilities and do not move from one to the other.
- The common rooms are not used by residents of both the PSR and the IR.

If the facilities are not separate as shown above, the most stringent directives for infection prevention and control apply.

The above principles are applicable to all directives that may cover combined facilities. Directives concerning the use of procedural masks or face coverings and the keeping of user arrival/departure registers may also have to be considered.

*CHSLD only

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