

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

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

TABLE B					
Directives applicable in IRs with 19 places or fewer, with one or more users vulnerable to COVID-19, where the facility is not the main place of residence of the people in charge					
New Normal		Additional Measures			
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): The number of informal caregivers or visitors may vary according to the facility's capacity and specific context (number of infected cases or number of employee absences). The total number of people who may visit the facility at the same time includes both informal caregivers and visitors.					
Informal caregivers providing significant assistance or support (see definition¹)					
Inside the facility, in the room or in a dedicated space	Permitted Maximum 2 people at once + see the directives for palliative care visits	Permitted Maximum 2 people at once + see the directives for palliative care visits	Permitted Maximum 2 informal caregivers at once + see the directives for palliative care visits	Permitted 1 informal caregiver at once + see the directives for palliative care visits	Permitted 1 informal caregiver at once + see the directives for palliative care visits
Inside the facility, in the common spaces (e.g. lounge, dining room, etc.)	Permitted Maximum of 6 people at once in the facility, strongly recommended that informal caregivers come from no more than 3 households, and two-metre physical distancing must be applied at all times	Permitted Maximum of 6 people at once in the facility, strongly recommended that informal caregivers come from no more than 3 households, and two-metre physical distancing must be applied at all times	Not permitted Except to walk to and from the room	Not permitted Except to walk to and from the room	Not permitted except to walk to and from the room
On the grounds of the facility	Permitted Maximum of 10 people at once,* strongly recommended that the people come from no more than 3 households, and two-metre physical distancing must be applied at all times	Permitted Maximum of 10 people at once,* strongly recommended that the people come from no more than 3 households, and two-metre physical distancing must be applied at all times	Permitted Maximum of 6 people at once,* strongly recommended that the people come from no more than 3 households, and two-metre physical distancing must be applied at all times	Permitted 1 informal caregiver at once	Preventive isolation or isolation: Not permitted If the outbreak is contained: Not permitted except with permission from the IPC team
Visitors²					

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 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.

* : The maximum number of people refers to the total number including the user concerned, the informal caregivers and the visitors.

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Inside the facility, in the room or in a dedicated space	Permitted Maximum of 2 people at once, if two-metre physical distancing is possible	Permitted Maximum of 2 people at once, if two-metre physical distancing is possible	Not permitted + see the directives for palliative care visits	Not permitted + see the directives for palliative care visits	Not permitted Except with permission from the IPC team + see the directives for palliative care visits
Inside the facility, in the common spaces (e.g. lounge, dining room, etc.)	Permitted Maximum of 10 people at once in the facility,* strongly recommended that the visitors come from no more than 3 households, and two-metre physical distancing must be applied at all times.	Permitted Maximum 10 people at once in the facility*, strongly recommended that the visitors come from no more than 3 households, and two-metre physical distancing must be applied at all times.	Not permitted	Not permitted	Not permitted
On the grounds of the facility	Permitted Maximum of 10 people at once,* strongly recommended that the visitors come from no more than 3 households, and two-metre physical distancing must be applied at all times	Permitted Maximum 10 people at once,* strongly recommended that the visitors come from no more than 3 households, and two-metre physical distancing must be applied at all times	Permitted Maximum of 6 people at once,* strongly recommended that the visitors come from no more than 3 households, two-metre physical distancing must be applied at all times, and permitted only if it is not necessary to go inside the facility in order to access the grounds	Not permitted	Not permitted
Others					
The facility's health and social service professionals (e.g. educator, occupational therapist, nurse, etc.)	Permitted	Permitted	Encourage remote consultation / intervention, otherwise adjust frequency according to needs	Encourage remote consultation / intervention, otherwise essential services only	Encourage remote consultation / intervention, otherwise essential services only
Personnel hired by the user or his or her family (e.g. foot care, hairdresser, etc.)	Permitted	Permitted	Essential services only, and rigorous application of IPC measures	Not permitted	Not permitted
Personnel paid by the resource for leisure activities (e.g. recreology, music therapy, pet therapy)	Permitted	Permitted	Not permitted	Not permitted	Not permitted
Volunteers	Permitted	Permitted	Essential services only Maximum of 2 people at once per 24-hour period Rigorous application of IPC measures	Not permitted	Not permitted
Construction, renovation or repair workers	Permitted	Permitted	Permitted To complete work that is essential or 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

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Ministerial quality assessment visits (MSSS)	Permitted	Permitted	Not permitted	Not permitted	Not permitted
User service quality control visits	Permitted	Permitted	Permitted	Not permitted Except for essential visits	Not permitted
Deliveries for 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 or 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 or 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 or a 72-hour waiting period between delivery and release to the resident, and 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 (respite care, emergency care, convalescence)	Permitted	Permitted	Permitted For resources whose sole mission is to provide this type of service. Recommended that less frequent but longer stays should be offered.	Not permitted Except for emergencies and with a 14-day preventive isolation period	Not permitted
Users					
Meals in the dining room	Permitted	Permitted	Permitted Reduce the number of users in the dining room at the same time, extend mealtimes or apply the bubble principle if possible.	Permitted Reduce the number of users in the dining room at the same time, extend mealtimes or apply the bubble principle if possible.	Preventive isolation or isolation: Not permitted If the outbreak is contained: Not permitted except with permission from the IPC team
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	Recommended If the bubble concept cannot be applied	Necessary, if the bubble concept cannot be applied
Group activities inside the facility or outside, on the facility's grounds	Permitted	Permitted	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	Not permitted
Socio-professional activities (school, practicums, work, day centre, etc.)	Permitted	Permitted	Permitted	Not permitted Except for users holding essential service jobs	Not permitted
Outings, alone or accompanied by an informal caregiver (restaurant, drugstore, etc.)	Permitted With or without supervision, depending on the user's condition / problem	Permitted With or without supervision, depending on the user's condition / problem	Limited to essential outings and/or priority given to delivery for restaurants, drugstores and stores	Limited to essential outings and/or priority given to delivery for restaurants, drugstores and stores	Not permitted
Walks outdoors, alone or accompanied by an informal caregiver	Permitted	Permitted	Permitted	Permitted	Permitted, but only on the facility's grounds

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	With or without supervision, depending on the user's condition / problem	With or without supervision, depending on the user's condition / problem	With or without supervision, depending on the user's condition / problem	On the facility's grounds, or with supervision if outside the grounds	
Outings of less than 24 hours (medical appointments) ³	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) ³	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 or 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/trainees					
Personnel/replacements/ trainees working in a single facility ⁴	Recommended	Recommended	Strongly recommended	Strongly recommended	Mandatory
Personnel/replacements/ trainees working on a single floor or in similarly rated zones (hot, warm, cold) ⁴	Recommended	Recommended	Recommended	Strongly recommended	Mandatory
Use of agency personnel ⁴	Permitted But give priority to the same agency personnel and make sure they have received IPC training	Permitted But 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)

³ Clarifications will be made in the directives on trajectories.

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⁴ Must also be in compliance with other ministerial directives or orders applicable to human resources.

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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 \geq 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).

For mixed facilities that are both IRs and PSRs 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 mixed 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.