

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

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

TABLE D					
Directives applicable to adult IRs where no-one has COVID-19 vulnerability factors, and to supervised apartment IRs, FTRs, IR(Foster Homes) and PSRs in which the operators share their main place of residence with the users, regardless of whether or not anyone has COVID-19 vulnerability factors					
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: The number of new informal caregivers or visitors may vary according to the facility's capacity and specific context (number of infected cases or number of employee/replacement absences). Note that the total number of people who may visit the facility at the same time includes informal caregivers, users' visitors and visitors to FTR, IR (Foster Home) or PSR.					
Informal caregivers providing significant assistance or support (see definition¹)					
Inside the facility, in the room or in a dedicated space	Permitted Maximum of 2 people at once	Permitted Maximum of 2 people at once	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	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 10 people at once, strongly recommended that the informal caregivers 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 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, strongly recommended that the informal caregivers come from no more than 2 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
Outside the facility	Permitted Maximum of 10 people at once, strongly recommended that the informal caregivers come from no more than 3 households, and two-	Permitted Maximum of 10 people at once, strongly recommended that the informal caregivers come from no more than 3 households, and two-	Permitted Maximum of 6 people at once, strongly recommended that the informal caregivers come from no more than 2 households, and two-	Permitted 1 Informal caregiver at once	Permitted 1 Informal caregiver at once

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.

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	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)
	metre physical distancing must be applied at all times	metre physical distancing must be applied at all times	metre physical distancing must be applied at all times		
Visitors²					
Inside the facility, in the room or in a dedicated space	Permitted Maximum of 2 people at once, and two-metre physical distancing must be applied at all times	Permitted Maximum of 2 people at once, and two-metre physical distancing must be applied at all times	Permitted Maximum of 2 people at once, and two-metre physical distancing must be applied at all times	Not permitted	Not permitted
Inside the facility, in the common spaces, and outside 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 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 of 6 people at once, strongly recommended that the visitors come from no more than 2 households, and two-metre physical distancing must be applied at all times	Not permitted	Not permitted
Others					
The institution's own health and social services professionals (e.g. educators, occupational therapists, nurses, etc.)	Permitted	Permitted	Encourage remote consultation and intervention, otherwise adjust frequency according to needs	Encourage remote consultation and intervention, otherwise essential services only	Encourage remote consultation and intervention, otherwise essential services only
Health and social services professionals from outside the facility (e.g. dentist, hearing aid practitioner, etc.)*	Permitted	Permitted	Permitted Encourage remote consultation and intervention, otherwise adjust frequency to provide essential services	Permitted Encourage remote consultation and intervention, otherwise adjust frequency to provide essential services	Not permitted Except in emergencies and outside the facility

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.

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Measures	New Normal		Additional Measures		
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Personnel paid by the facility for leisure activities (e.g. recreology, music therapy, pet therapy)	Permitted	Permitted	Not permitted	Not permitted	Not permitted
Personnel hired by the user or the user's family (e.g. foot care, hairdresser, companion, etc.)	Permitted	Permitted	Essential services only, with stringent application of IPC measures	Not permitted	Not permitted
Volunteers	Permitted	Permitted	Essential services only Maximum of 2 people at once per 24-hour period Stringent application of IPC measures	Not permitted	Not permitted
Construction, renovation and repair workers	Permitted	Permitted	Permitted For essential work or to complete work that has already begun	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
Ministerial quality assessment visits (MSSS)**	Permitted	Permitted	Not permitted	Not permitted	Not permitted
User service quality control visits**	Permitted	Permitted	Permitted	Not permitted, Except where the visit is essential	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 or a 27-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 27-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 27-hour waiting period between delivery and release to the resident, and IPC measures applied when handing over goods to residents

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Pet animals accompanying an informal caregiver or visitor	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
Temporary accommodation (respite beds, emergency care, convalescence)	Permitted	Permitted	Permitted Only for resources whose sole mission is to provide this type of placement. Recommended that less frequent but longer stays should be offered.	Not permitted	Not permitted
Rental visits*	Permitted	Permitted	Permitted, Limited for short-term rentals	Not permitted Except for emergencies	Not permitted Except for emergencies
Visits by PSR certification teams*	Permitted	Permitted	Permitted	Not permitted	Not permitted
Ministerial inspection visits*	Permitted	Permitted	Not permitted Except for verification of complaints concerning service quality or resident safety, and only when accompanied by the IPC team	Not permitted Except for verification of complaints concerning service quality or resident safety, and only when accompanied by the IPC team	Not permitted Except for verification of complaints concerning service quality or resident safety, and only when accompanied by the IPC team
Compliance assessment visits by Accreditation Canada*	Permitted	Permitted	Not permitted	Not permitted	Not permitted
Visits by family members to launder clothing*	Permitted	Permitted	Permitted On site, no more than 2 people, and provided two-metre physical distancing requirements are applied at the laundry	Not permitted	Not permitted
Residents/Users					
Meals in the dining room	Permitted	Permitted	Permitted	Permitted	Not permitted for the person concerned
Meals in the room	Not recommended	Not recommended	Not recommended	Not recommended	Mandatory for the person concerned

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Group activities	Permitted	Permitted	Permitted, provided the bubble concept is applied if there are more than 12 people	Permitted, provided the bubble concept is applied if there are more than 12 people	Not permitted or the person concerned
Socio-professional activities, (school, training placements, work, day centre, etc.)	Permitted	Permitted	Permitted + see the directives issued by the Ministère de l'Éducation	Not permitted Except for users who have essential services jobs + see the directives issued by the Ministère de l'éducation	Not permitted
Outings (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	Not recommended / Give priority to delivery for restaurants, drugstores and stores	Limit to essential outings and/or give priority to delivery for restaurants, drugstores and stores	Not permitted for anyone
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 On or off the facility's grounds, and with supervision	Not permitted for the people concerned
Outings of less than 24 hours (medical appointments) ³	Permitted	Permitted	Limit the frequency of outings	Limit to essential outings only	Not permitted for people in isolation
Temporary vacations in the community (more or less than 24 hours) ³	Permitted	Permitted	Limit to essential outings only	Not recommended Promote the use of alternative methods to maintain social connections	Not permitted for people in isolation

³ This will be clarified in the directives concerning trajectories.

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				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)	
Personnel/Replacements/Trainees					
Personnel/replacements/ trainees ⁴ working exclusively in the facility	Recommended	Recommended	Strongly recommended	Strongly recommended	Mandatory
Use of agency personnel ⁴	Permitted	Permitted	As a last resort, provided they work exclusively in the facility, and make sure they have received IPC training	As a last resort, provided they work exclusively in the facility, and make sure they have received IPC training	

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)

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

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- 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 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.

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