

Coronavirus (COVID-19)

October 15, 2021

MEASURES FOR FAMILIES, INFORMAL AND FAMILY CAREGIVERS, AND VISITORS WITH A LOVED ONE IN A RESIDENTIAL CARE FACILITY

In light of the number of active COVID-19 outbreaks and the risks associated with the new variants, public health measures must remain in place. As of October 15, 2021, Ministerial Order 1976-2021 requires a vaccine passport¹ for informal and family caregivers and visitors entering residential and long-term care centres (CHSLDs), intermediate resources (IRs), family-type resources (FTRs), and private seniors' residences (PSRs).

This leaflet is intended for families, informal and family caregivers (IFCs), and visitors who want to help or visit a loved one in a residential care facility (CHSLD, IR-FTR, or PSR), either inside the facility (e.g., bedroom, rental unit) or outside the facility (e.g., on the grounds or for indoor or outdoor private gatherings in the community).

The measures in this leaflet apply at all times.

As of October 15, 2021, anyone age 13 or older who wishes to enter a CHSLD, IR-FTR, or PSR must present proof of vaccination with a QR code.

Children under age 13 without a vaccine passport may visit the facility if accompanied by a person adequately protected by the COVID-19 vaccine.

When an informal or family caregiver (IFC) or visitor visits a loved one receiving end-of-life care, they are not required to have a vaccine passport. The health guidelines still apply, however.

Anyone who does not abide by residential care facility guidelines, including health guidelines, may be denied access.

¹The COVID-19 vaccine passport is a free official tool showing that the holder is adequately protected against COVID-19. It was introduced for people age 13 and up in Québec on September 1, 2021.

MEASURES

- All general public guidelines must be upheld.
- Travel between regions and territories is permitted.
- You do not need to make an appointment before coming to the residential care facility.
- There are no limits on the length or number of visits per day.
- Proof of vaccination with the QR code may be presented in print or electronic format.

You will not be admitted to a residential care facility if you have:

- Received a positive COVID-19 test result and are not considered recovered
- COVID-19 symptoms and are awaiting COVID-19 test results
- Been instructed to self-isolate by a public health authority (Canada Border Services Agency, the public health department, the infection prevention and control team, etc.)



Cough



Sudden loss of
sense of smell without
nasal congestion



Fever



Difficulty
breathing

Visits



INSIDE:

A staff member or volunteer must greet the visitor or informal and family caregiver when they arrive to ensure the following measures are upheld.

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A **maximum of 9 people** (excluding the resident) are allowed in at the same time, depending on the facility's capacity. There is no maximum number of people allowed per day.

- Visitors and IFCs must show proof of vaccination with their QR code.
- They must sign the check-in/check-out log.
- They may remove their masks and disregard physical distancing in the room or rental unit only.
- Visitors and informal or family caregivers can access common areas with the resident, including the common room and dining room, in accordance with the facility's regular rules.
- All health measures must be followed in common areas: mask² in accordance with current guidance, hand washing, and a distance of 2 metres.
- If aerosol-generating medical procedures are to be conducted, visitors and informal and family caregivers must leave the resident's room and follow the staff's instructions as to when they can return.
- Visitors and informal or family caregivers must ask which washrooms they can use and what health guidelines must be followed.



² The term "mask" in this document refers to a medical-grade procedural mask.



OUTSIDE:

A staff member or volunteer must greet the visitor or informal and family caregiver when they arrive to ensure the following measures are upheld.

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A **maximum of 9 people** (excluding the resident) are allowed in at the same time, depending on the capacity of the outdoor space. There is no maximum number of people allowed per day.

- All health measures must be followed: mask in accordance with current guidance, hand washing, a physical distance of 2 metres, and visitor log sign-in.
- IFCs and visitors who are adequately protected by vaccination may remove their masks and disregard physical distancing.
- IFCs and visitors without QR code proof of vaccination may not enter the facility when meeting a resident outside, under any circumstances.



VISITS TO FACILITIES EXPERIENCING AN OUTBREAK OR RESIDENTS IN ISOLATION

A staff member or volunteer must greet the visitor or informal and family caregiver when they arrive to ensure the following measures are upheld.

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Only 1 informal or family caregiver per day will be admitted.

Only informal and family caregivers identified by the resident and registered on the residential care facility's list will be admitted during an outbreak or to see a resident in isolation. The resident must have previously provided the residential care facility with the names of 4 informal and family caregivers. The IFCs must have their proof of vaccination with their QR code with them.

- Informal or family caregivers are required to follow all IPC procedures.
- They must wear the required personal protective equipment (PPE) according to the resident's situation and guidelines in effect:
 - Cold zone: Mask according to the guidelines in effect

- Hot or warm zone: Gown, gloves, mask or N95 RPE mask, and eye protection
- For outdoor visits, informal or family caregivers must check what measures are in effect at the residential care facility.

Concerns or disagreements about the interpretation and application of ministerial directives

A manager or other member of the residential care facility staff is responsible for addressing any concerns or disagreements on how ministerial directives are interpreted. You are encouraged to ask who handles this at the facility.

If concerns or disagreements cannot be resolved, you can contact the service quality and complaints commissioner in accordance with the institution's complaints procedure and with full confidentiality.

You can also contact the facility's user committee.



USEFUL REFERENCES

For more information, visit the following pages of the Québec.ca website:

- [Informal and family caregivers and visitors to facilities during the pandemic](#)
- [Answers to questions about the coronavirus \(COVID-19\)](#)

You can also contact Caregiver Support by calling 1-855-852-7784 or writing to info-aidant@lappui.org

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