

COVID-19

Instructions for seniors' residences and centres

These instructions are aimed at administrators of collective dwellings for seniors, including private seniors' residences, non-profit housing corporations or other housing organizations for people aged 55 and over.

If you are responsible for a rental building of 10 units or more, see the [instructions for that type of building](#)

In the context of the COVID-19 pandemic and in accordance with the Public Health Act, the directives issued by the Ministère de la Santé et des Services sociaux and Québec's Director of Public Health take precedence over any other directives. The goal of these directives is to protect the individuals most likely to develop complications linked to COVID-19: people aged 70 and over, as well as people with preexisting medical conditions or weak immune systems.

This present document provides updated information and instructions, which are constantly evolving. The instructions given by Québec's Prime Minister and public health authorities must be followed.

If you have questions or concerns, or would like to report a COVID-19 case, please contact the CIUSSS in your area.

1

MAKE SURE THE FOLLOWING INSTRUCTIONS ARE IMPLEMENTED

- Inform residents of the reasons why the instructions are being implemented while also ensuring the confidentiality of people who are infected (don't reveal the number of cases, names or rental units of those affected, if there are any)
- Cancel all group activities
- Prohibit visits, except for
 - humanitarian reasons (e.g. end of life or palliative care)
 - significant caregivers
 - delivery of essential services by CIUSSS workers or a social business (see the list on page 3)
 - emergency repairs for the resident's safety (e.g. plumbing)
 - visits by teams responsible for certification of seniors' residences, if necessary, or of public health
- Ensure that people aged 70 and over stay in their rental units as much as possible, except to
 - get to the cafeteria, if meals can't be brought to their units
 - go to essential medical appointments. Non-essential appointments are postponed
 - use essential common spaces, for instance, in residences with shared bathrooms
 - go out for fresh air, **under supervision** and while respecting physical distancing measures and wearing face coverings

IMPORTANT: In living environments where there are NO probable or confirmed cases of COVID-19, residents can go out **unsupervised**. However, they must follow physical distancing measures and wear face coverings.

WHAT DOES “GOING OUT UNDER SUPERVISION” MEAN?

The person in charge of the building is asked to put in place measures to ensure the government’s instructions are followed:

- Avoid public places
- Keep a distance of 2 metres between people
- Avoid groups of 3 or more people

For example, the building manager can set up a registry to manage residents’ comings and goings, designate specific areas where people can go for walks, or ask volunteers to ensure the instructions are followed.

2 ENABLE DELIVERY SERVICES

- Enable deliveries at the main entrance to ensure residents get the goods and products they need, while also preventing people from entering the building.
- For residents who have difficulty getting around or carrying packages from the main entrance to their rental units, the manager must set up a service to help these individuals (volunteers or employees).
- At this time, there is no scientific proof that COVID-19 can spread through contaminated food. However, remind residents to do the following:
 - Rinse and wipe all fruit and vegetables.
 - Wash product packaging; if it can’t be washed (e.g. cardboard box), empty the contents into another container and throw out the packaging.
 - Wash surfaces on which food is prepared, such as counters.
 - Most importantly, wash hands with soap and water for at least 20 seconds.

3 ENSURE THAT INFECTION PREVENTION AND CONTROL MEASURES ARE FOLLOWED

- **Everyone in the building** must follow basic infection prevention and control measures:
 - **Wash your hands often** with soap and water for at least 20 seconds or use an alcohol-based (at least 60%) hand sanitizer.
 - Don’t touch your eyes, nose or mouth with potentially contaminated hands.
 - Cough and sneeze into your elbow and not in your hands.
 - If using a paper tissue, throw it away as soon as possible and wash your hands immediately.
 - When greeting someone, avoid direct contact such as handshakes or hugs.
 - Keep a distance of at least 2 metres (6 feet) between yourself and other people
 - Stay in your apartment if you are sick to avoid spreading the infection to other people.
- Pay attention to the health of employees and monitor them for symptoms before each work shift (e.g. symptoms monitoring chart).
- If possible, install hand hygiene stations in the main entrance as well as in the cafeteria/dining room and common areas on each floor, along with
 - information on handwashing technique and alcohol-based solution dispensers.
 - paper tissues
 - a container for discarding used and possibly contaminated protective equipment

- Insofar as possible, ensure **people with neurocognitive disorders are supervised** if they have trouble following prevention instructions. For example, you can designate someone to make sure they
 - are in their rental units
 - are eating well
 - are taking their medications
 - don't have symptoms
- When several residents share a bathroom, apply the following measures:
 - Disinfect light switches, doorknobs, toilet handles and taps after they use the toilet.
 - Each person must wash their hands before leaving their rooms and right after using the toilet.
- If the residence has common laundry areas, limit the number of people who can use it at the same time to make sure distancing is maintained.

EXAMPLES OF QUESTIONS TO ASK TO DETECT COVID-19 SYMPTOMS

- Do you have a fever?
- Do you have a cough?
- Do you have difficulty breathing?
- Do you feel more tired than usual?
- Do you have aches and pains?
- Do you have a sore throat?

Irritability or confusion can be symptoms of COVID-19 in people aged 70 and over.

ALL WORKERS WHO ARE LESS THAN 2 METRES FROM A RESIDENT MUST WEAR MASKS OR FACE COVERINGS.

IF A RENTER BECOMES SYMPTOMATIC, IS SUSPECTED OF HAVING COVID-19 OR GETS A CONFIRMED POSITIVE TEST RESULT, PREVENTIVE MEASURES THAT APPLY TO NON-CERTIFIED RESIDENCES ARE AVAILABLE [HERE](#).

FOR CERTIFIED RESIDENCES, CURRENT PROTOCOLS APPLY.

- For all staff, volunteers and workers hired by residents, **only essential services are maintained** (see list below). They must follow the Institut national de santé publique's recommendations, available [here](#) and [here](#) (if he or she must be in contact with someone who is infected).
- **Immediate removal from the workplace** if symptoms of cough, fever or other symptoms of COVID-19 (see box on page 3). Return to work is permitted only when the isolation period has been lifted by a public health authority (negative test or, if confirmed case, once follow-up examinations validate that the person is cured).
- **Reduce to a minimum the number of contacts with a same resident** (residence staff member, CIUSSS employee or worker from a social business). This measure doesn't prevent an employee from working in two seniors' residences.