

Press Release

For immediate release

Informal and family caregivers can return to public CHSLDs

To accompany and support our seniors

Laval, May 11, 2020 – Starting on May 11, 2020, informal and family caregivers will be able to resume the assistance and support they previously provided to a loved one living in a public CHSLDs of the Centre intégré de santé et de services sociaux (CISSS) de Laval. The CISSS de Laval has implemented measures to better accommodate and protect caregivers who, in the past, had regularly provided their presence to a loved one at a residential facility.

All known caregivers will be contacted by a representative of the CISSS for an initial appointment. People who are not contacted and who wish to resume their caretaking activities must make an appointment by calling the CHSLD where their loved one resides. A social worker will follow up to give them guidance and information on the instructions to be followed. **No unplanned visits will be allowed.** For the health and safety of residents and staff, caregivers who fail to follow these instructions could be denied access to the CHSLD. We are counting on everyone's cooperation!

Here are some of the instructions caregivers will need to follow at the CHSLD:

- Only one caregiver at a time will be allowed (this person must be recognized as having been a significant presence in the resident's life).
- Caregivers will not be allowed to move freely within the unit or CHSLD.
- Caregivers must refrain from visiting if they have flu-like symptoms (fever, cough, breathing difficulties, loss of taste or smell).
- All protective and infection prevention measures must be followed (hand hygiene, use of personal protective equipment, including a mask, face shield, gown and gloves).
- Only equipment supplied by the establishment can be used (no personal masks).
- Do not bring items, including purses, phones, etc., into the CHSLD.
- On the first visits, a staff member will accompany the caregiver to the resident's room.
- On each visit, caregivers will need to go through a mandatory intake process. Employees will be available to answer their questions and accompany them.
- Before leaving the CHSLD, caregivers will be met by a social worker to obtain their feedback and answer questions they may have.

The appendix presents the instructions of the MSSS on the presence of informal and family caregivers in residential facilities.

Additional criteria for the CISSS de Laval can be found on the lavalensante Website:

<http://www.lavalensante.com/en/care-and-services/general-information/covid-19/proches-aidants/>

Information for caregivers is available in this publication by the MSSS:

<https://publications.msss.gouv.qc.ca/msss/fichiers/2020/20-210-46WA.pdf>

For more information, follow the CISSS de Laval on Twitter [@cissslaval](https://twitter.com/cissslaval)

About the CISSS de Laval

The CISSS de Laval is fully dedicated to learning, innovating and excelling in order to offer residents of Laval and surrounding areas a full range of integrated, quality health and social services accessible to all. Its human capital includes over 10,000 employees and doctors working in 32 facilities, including the Hôpital de la Cité- de-la-Santé, the Jewish Rehabilitation Hospital, the Centre de services ambulatoires de Laval, six CLSCs, five residential centres, the Centre de protection de l'enfance et de la jeunesse de Laval, the Centre de réadaptation en dépendance de Laval and the Centre de réadaptation en déficience intellectuelle et troubles envahissants du développement de Laval. The CISSS de Laval is a research and teaching facility affiliated to Université de Montréal and McGill University. For more information about the CISSS de Laval and the services offered in its facilities, go to www.lavalensante.com.

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