

Press Release

For immediate release

Follow-up on the recommendations of the CNESST

Actions taken at the Centre d'hébergement Sainte-Dorothée and throughout the CISSS de Laval health network

Laval, April 17, 2020 – The Centre intégré de santé et de services sociaux (CISSS) de Laval would like to follow up on the recommendations made in the April 12, 2020 report of the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST).

At the outset, the CNESST report mentions that many measures and directives have been implemented at the Sainte-Dorothée residence. At the end of his report, the investigator writes the following: *“However, due to the measures subsequently implemented, including those introduced during the intervention, I am of the view that the violations identified have now been corrected.”* In addition, the CISSS de Laval has developed, with the approval of the Ministère de la Santé et des Services sociaux (MSSS), an action plan that includes many measures along those lines:

- We have hired over 613 people in recent weeks to support staff and offer care and services to residents.
- We have transferred clinical personnel from other facilities to residential centres and are providing them with the necessary guidance. In total, during the first wave, more than 200 employees were transferred. This massive movement of personnel is not over. A second phase will be starting soon.
- More than 10 family doctors have been brought in to provide complete medical follow-ups, with more doctors still offering their assistance.
- Specialists have started to lend a hand at the hardest hit facilities.
- The schedules of residential centre employees are now stable. They include long-term assignments at a single work location.
- The use of personal protective equipment is mandatory for all contact with residents to protect both staff and users. Employees must change their gowns and gloves if they have direct contact with a person infected with COVID-19.
- Professionals have been deployed to ensure the health and training of employees. Two infection control and prevention advisors have been brought into the residence. They ensure strict compliance with the protocols on the use of personal protective equipment.
- In recent days, we have established an information centre for loved ones, where family members of all residents, positive or negative for COVID-19, receive and will continue to receive a phone call every day and as needed.
- Experienced managers have joined the governance team of the residential facility to provide interim leadership.

Presence of employees

No employee presenting COVID-19 or flu-like symptoms is allowed to enter the workplace. There is also a daily mandatory control of signs and symptoms for employees entering the residential facility and the units. As a preventive measure, all employees of the Sainte-Dorothée residence have been tested for COVID-19; this is a first in Québec. The use of masks is mandatory at all times throughout the CHSLDs of the CISSS de Laval.

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Protective equipment

In the same report, regarding the use of N95 masks, the CNESST states: *“the request by employee representatives for a N95 mask for each staff member is not justified. At this time, the INSPQ recommends that healthcare workers (hospitals, medical clinics, CHSLDs, home care) who provide care and who are less than 2 m away from a user wear a procedural mask at all times (they must change this mask if it is wet or soiled and at the end of their work shift). (Reference INSPQ, no 3, updated on April 7, 2020).*

It is on this basis that the infection prevention and control practices are applied in CHSLDs. The CISSS de Laval closely monitors the availability of protective equipment. We have all the medical equipment needed at Sainte-Dorothée and in all other facilities. The use of personal protective equipment is a priority for us. Two deliveries per day are ensured and the inventory is checked daily to make sure there are no shortages.

Eliminating the risk at the source: aerosols

It is important to point out that when the CISSS de Laval was informed of certain procedures that could potentially generate aerosols, the decision was made to eliminate the risk at the source by immediately putting a stop to these activities. The CNESST inspector was satisfied with this decision, since it prevented employees from being exposed to aerosols.

Patient transfers

As a reminder, the directives of the MSSS are strictly applied throughout our health network. In this connection, residents who present symptoms, such as breathing difficulties, are transferred to hospital for treatment, when their medical condition requires it. Whenever possible, however, the goal is to have residents stay in their CHSLD to ensure they receive quality comfort care, which is what residents and families generally request as well.

Related link:

To learn more about the coronavirus and the measures taken by the government: [Québec.ca/coronavirus](https://quebec.ca/coronavirus).

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

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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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