

Press Release

For immediate release

Update on the situation in Laval

Actions taken by the Centre d'hébergement Sainte-Dorothée

Laval, April 10, 2020 – The Centre intégré de santé et de services sociaux (CISSS) de Laval is presenting the following update on the situation at the Sainte-Dorothée long-term care centre.

“We are experiencing an unprecedented crisis, which is affecting the most vulnerable people in our community. In Laval, the health network is working tirelessly to care for our seniors and curb the spread of the virus at our residential facilities,” said Christian Gagné, CEO of CISSS de Laval.

Actions to protect our seniors

- New members have joined the governance team of the residential facility to provide interim leadership:
 - ▶ A doctor will supervise medical practice
 - ▶ An expert will oversee the interventions among people with a loss of autonomy living in a health care setting
 - ▶ A senior manager will support the management team
 - ▶ Eight clinical managers will be brought in to provide assistance
- We have transferred clinical personnel from other facilities to the residence and are providing them with the necessary guidance and supervision. A total of 70 people have come to help their colleagues and offer care and services to residents. This massive mobilization of human resources began several days ago.
- Work schedules have been stabilized and now include long-term assignments for staff of the residence.
- The use of personal protective equipment is now mandatory for all contact with residents to protect both personnel and users. Employees are required to change their gowns and gloves following direct contact with a person infected with COVID-19.
- Professionals have been brought in to ensure the health and training of employees. Two infection control and prevention advisors have been brought in to the residence as well as to all CHSLDs of the CISSS de Laval. They ensure strict compliance with the protocols on the use of personal protective equipment. There is also a daily mandatory control of signs and symptoms for employees entering the residential facility and the units.
- We have established a communication centre for family members. Families of all residents receive and will receive a phone call every day and as needed. Families can also contact the professionals assigned to the residential facility to ask questions and stay in touch with their loved one.
- All residents were tested between March 30 and April 2, 2020.
- All employees are currently being tested. Employees who test positive will be replaced.

Personal protective equipment

We have all the necessary medical equipment we need at Sainte-Dorothée. The availability 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.

Patient transfers

The directives of the ministère de la Santé et des Services sociaux (MSSS) are strictly applied in our network. As such, residents who present symptoms, such as breathing difficulties, are transferred to hospital for treatment. 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.

A few words about the outbreak investigation announced

Visits to CHSLDs are banned

In accordance with government directives, all visits to these facilities have been banned. In addition, residents are required to isolate themselves and avoid all non-essential outings.

Related link:

To learn more about the coronavirus and the measures taken by the government:
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.

Information

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