

 MEASURES PUT IN PLACE	SÉLECTION RETRAITE	DIRECTIVES OF THE CANADIAN AND QUÉBEC GOVERNMENTS
Take the temperature of everyone who enters the residence (employees, authorized visitors, residents)	X	
Implementation of a psychological support program for residents	X	
Conclusion of a partnership agreement with Telus Health to offer our residents and employees a state-of-the-art telemedicine service	X	
Employees must change into freshly washed clothing upon their arrival at the residence	X	X
Granting of the \$4 bonus for our caretakers	X	X
Granting of the 8% premium for our nurses	X	X
Granting the 4% bonus for our employees in our complexes	X	X
Implementation a mechanism to ensure delivery of goods to our residents without them being delivered directly to them for complexes located in regional red zones	X	X
Compliance with social distance instructions (2 metres), inside and outside the residence (floor markings inside and outside the residence)	X	X
Mandatory use of a face mask for all employees, in all areas of the residence, including those dedicated to staff	X	X
Installation of a visiting room in certain residences	X	
Mandatory face mask or face covering for residents when leave their rental unit	X	X
Employees should only work with residents with the same infectious status, i.e. they work with either probable, confirmed or COVID-19 cases under investigation or with negative cases or without a risk factor.	X	X
Wearing of Personal Protective Equipment (PPE) by each employee working on probable or confirmed cases of COVID-19 and confirmed by a CISSS or CIUSSS professional, as agreed	X	X
Compliance with specific cardiopulmonary resuscitation (CPR) guidelines in the context of COVID-19	X	X
ISOLATION		
Obligatory 14-day isolation for employees that have cough and fever symptoms	X	X
Obligatory 14-day isolation for employees that have travelled	X	X
Voluntary isolation for residents that travelled + accompaniment service for those who do not want to isolate themselves, as required	X	X
Quarantine protocol for residents, when residents or employees are awaiting test results	X	
14-day isolation protocol for residents who return to the residence after more than 24 hours in hospital (and who have received a negative COVID-19 test)	X	X
DOCUMENTS		
Concentration of entry and exit traffic so that residents, visitors and employees can complete the register	X	
Identification of residents who have traveled and follow up on their symptoms, if applicable	X	
Identification of employees who have traveled and follow up on their symptoms, if applicable	X	
Daily poster listing updates and key information for residents	X	
Specific procedures given to new residents who need to move into the residence or out of it	X	X
Monitoring of the condition of each resident (keeping a record of the information)	X	X
CAREGIVERS		
Permission for significant caregivers to provide support to residents (as of May 11, 2020), subject to certain conditions The following criteria are in place:	X	X
<ul style="list-style-type: none"> In a red zone, mandatory appointment needed and mandatory coordination with the residence (please refer to management of the residence for more information); 	X	X
<ul style="list-style-type: none"> Checklist with the steps to be taken for caregivers (links for training will be provided); 	X	X
<ul style="list-style-type: none"> A consentment form must be completed and signed before entering the residence; 	X	X
<ul style="list-style-type: none"> Taking the temperature at the entrance to the residence; 	X	
<ul style="list-style-type: none"> Establishment of a register of caregivers, including visitation dates; 	X	X
<ul style="list-style-type: none"> Access granted only from the reception of the residence to the resident's apartment; 	X	X
<ul style="list-style-type: none"> Prohibition of going to the common areas of the residence; 	X	X
<ul style="list-style-type: none"> Access is denied to caregivers with COVID-19 related symptoms, who have travelled in the past 14 days or who have been in contact with: <ul style="list-style-type: none"> A person who has been declared for COVID-19 and is awaiting results within the last 14 days; A person who has tested positive for COVID-19 in the past 14 days; A person who has travelled in the past 14 days. 	X	X
<ul style="list-style-type: none"> Mandatory use of a mask, as soon as you enter the residence, and use of personal protective equipment (gloves and jackets) according to the condition of the patient; 	X	X
<ul style="list-style-type: none"> Mandatory use of freshly washed clothing (having had no contact with other people prior to arrival at the residence); 	X	X
<ul style="list-style-type: none"> Compliance with measures of social distance (2 metres); 	X	X
<ul style="list-style-type: none"> Prohibition of remaining in the resident's apartment if aerosol-generating medical procedures are performed; 	X	X
<ul style="list-style-type: none"> Limit of one caregiver at a time per apartment in a red zone. 	X	X
LIFE IN THE RESIDENCE		
Anti-bacterial gel to be used by all residents, authorized visitors and employees at the entrance of the residence as well as in parking areas (at the entrance to the elevators)	X	X
Increased cleaning and disinfection of surfaces that are touched by people	X	X
Sensitization of commercial tenants and construction sub-contractors about hygiene measures that need to be implemented in the complexes	X	
Numerous posters of reminders regarding sanitation and hygiene (residents, authorized visitors, kitchen staff)	X	X
Hand hygiene training for all staff	X	X
Setting up hand hygiene stations at the entrance of the residence and the equipment required to respect hygiene and respiratory etiquette in the cafeteria	X	X
Respect of physical distancing measures, notably the respect of 2 meters between residents, between residents and employees and between employees	X	X
Installation of floor markings and plexiglass in all complexes	X	X
Deliveries permitted at reception and disinfection/quarantine of the packages in a red zone	X	
Access to the complex's shops permitted (for residents only). In a red zone, respect of sanitary measures and verification of their compliance	X	
VISITS FROM NON-FAMILY MEMBERS WHO DO NOT FALL UNDER THE DEFINITION OF A CAREGIVER		
Visitors are prohibited from visiting common areas	X	X
Visits inside and outside forbidden in a red zone (except for family members)	X	X
Guests, only allowed in the resident's unit (maximum of 10 people from 3 households and respect of the 2m between each guest), in green or yellow zones	X	X
Guests, only allowed in the resident's unit (maximum of 6 people from 2 households and respect of the 2m between each guest), in orange zones	X	X
Visits from volunteers prohibited in a red zone	X	X
EXITING FROM THE RESIDENCE		
At all times, residents who have tested positive, who have symptoms or who are awaiting COVID-19 results are not allowed to exit the residence	X	X
Compliance with physical distancing measures, which include respecting a 2-metre distance between residents, between staff and residents, and between staff, where possible	X	X
Compliance with the hand-washing procedure by residents at the exit and entrance of the residence, as well as in parking areas (at the entrance to the elevators)	X	
Essential outings only (deliveries preferred) in a red zone and limits placed on the frequency of outings in an orange zone	X	X
Maximum of 10 people (3 households) for outdoor meetings (green or yellow zone)	X	X
Maximum of 6 people (2 households) for outdoor meetings (orange zone)	X	X

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