

INFO-CISSSS

NEWSLETTER FOR EMPLOYEES OF THE CISSS DE LA CÔTE-NORD

Volume 6, Issue 11 | October 20th, 2020

CONFIRMED POSITIVE COVID-19 CASES October 20th, 2020

North Shore: 167
Québec: 95 216
Canada: 201 437

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OFFICIAL LAUNCH

CLAUDE LÉVESQUE

PDG PAR INTÉRIM DU CISSS DE LA
CÔTE-NORD



The **2020 Entraide Campaign** officially started on Monday October 19th. You will receive all the relevant information by email. This year, you have two options to subscribe to the deduction at source: the [DONNA](#) web platform or the paper form.

Go watch the video posted on the intranet and on the Facebook group for employees of the CISSS de la Côte-Nord.

**Let's be generous and
sow the seeds of hope!**

**J'AI LE DON
DE SEMER
L'ESPOIR**

Centre intégré
de santé
et de services sociaux
de la Côte-Nord

Québec

VACCINATION AGAINST THE FLU

The provincial vaccination campaign against the flu will start **on November 1st**. The vaccination directives and schedule for health care workers will be published shortly. Because of the COVID-19 pandemic, the vaccination process in clinics will be different for the population. Vaccination will be available by appointment only, by calling **1 844 407-0967**, from Monday to Friday, between 8:00 a.m. and 7:00 p.m. However, to get vaccinated in CLSCs (clinics) in Minganie and on the Lower North Shore, you must call that facility directly. Vaccination is **recommended and offered free of charge** for those who are more at risk of complications:

- ⇒ People aged 75 years and over;
- ⇒ People aged 6 months and over suffering from chronic diseases;
- ⇒ Pregnant women suffering from certain chronic diseases at all stages of pregnancy and healthy pregnant women in their 2nd and 3rd trimester;
- ⇒ Residents of all ages living in residential and long-term care centres (CHSLD) and in intermediate resources;
- ⇒ People living in remote and isolated communities (Minganie, Lower North Shore, Fermont, Schefferville, Kawawachikamach), with priority to those with high risk of complications.



LANGUAGE TRAINING

McGill University offers an **English language training program** for the health and social services network. This program runs for 12 consecutive weeks and its objective is to allow participants to act effectively and professionally with English-speaking users.

- ⇒ Online courses with personalized academic support from a tutor
- ⇒ Eight levels of learning (elementary 1, 2, 3, intermediate 1, 2, 3 and advanced 1, 2)
- ⇒ Dynamic teaching and various learnings: individual, communicative and collaborative work
- ⇒ Priority given to oral comprehension and expression
- ⇒ 10 Continuous Education Units (CEU) for each level
- ⇒ About 5 to 7 hours of work per week including courses

Training includes three-hour online meetings with a lecturer and online material for each level.

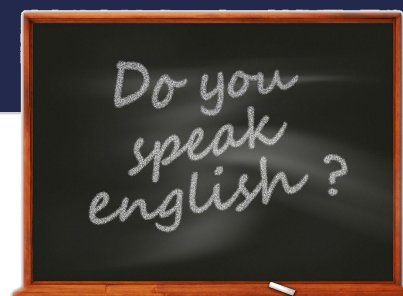
For employees of the Lower North Shore - New ***French language*******

The workshops will begin in the winter of 2021 and will take place every **Saturday morning from 9:30 a.m. to 12:30 p.m.**, for eight weeks. **Beginner, elementary, low intermediate and high intermediate level courses are offered.**



If you want to follow one of these training courses (English or French), complete the **form** available on the intranet and email it to Nancy Bilodeau no later than **November 3rd, 2020**. You must get the authorization of your immediate supervisor before sending your application. Participants are chosen based on regional priorities and needs with regards to the program of access to services in the English language. For more information: 418 589-2038, ext. 342264.

The courses are offered free of charge to employees working directly with the population and users, for example, clinical workers and people working toward the reception, evaluation and orientation of users. Participants will receive a **\$500** amount at the end of training, **provided that they pass the course**. Workshops are offered remotely.



INPUTS AND CHALLENGES OF A NEW REALITY: DISTANCING

The Direction des services multidisciplinaires, qualité, évaluation, performance et éthique (DSMQEPE) took part in a webinar on clinical ethics in the context of COVID-19. Different inputs and challenges related to the presentation of this webinar will be presented in the coming issues of the INFO-CISSS.

In this [second capsule](#) on clinical ethics, the DSMQEPE wants to expose a major challenge, which, among other things, justifies one of the main roles of our direction within the establishment: the use of best practices.

This new reality in which distancing is part of our good practices goes against what we have always been doing: ensuring proximity with the user when providing care, treatments or interventions. We must review our methods in the context of the pandemic. Having physical contact with the user when announcing bad news must now be avoided, while this gesture marked with humanism was part of our best practices before the pandemic. We are now more aware of the importance of accompaniment through the continuum of care, especially in the most significant episodes, such as birth and death.

Reflections and reconsiderations emerge and bring us discomfort, or even great malaise, based on our values, personality and experiences. What can we do to ensure that we carry out our professional acts in the best possible way in this context? We must listen to and follow our instinct in order to guide our actions, while considering the context.

“Perfection is not attainable. But if we chase perfection, we can catch excellence.”

- Vince Lombardi

AGIR TÔT: UPDATE

Awareness meetings

As planned, two awareness meetings about the deployment of the Agir tôt program took place in September. 64 people took part in this presentation offered by the clinical leaders of the CISSS de la Côte-Nord. For those who received the invitation to the meeting but who could not attend, please send your contact information by email to Ms. Manon Hudon (manon.hudon.09cisss@ssss.gouv.qc.ca). You will be informed when another meeting takes place for external partners.

Development of service trajectories

Furthermore, we continued developing the different screening and early intervention service trajectories within the CISSS. This work will help specify the various mechanisms and steps of the user's progression within the Agir tôt program. To achieve this, we are working with several internal and external partners in order to identify optimal collaboration mechanisms to provide services that meet the needs of 0-5-year-old users in our region. Our target is to implement these trajectories by the end of January 2021.

Clinical leaders of the Agir tôt program



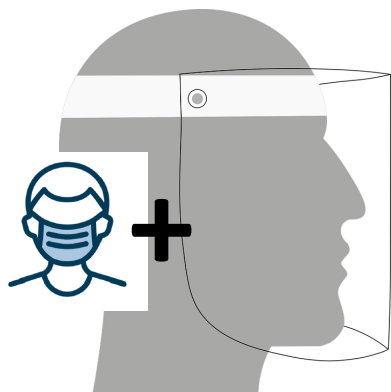
Paule Richard-Létourneau
Clinical leaders for the west sector and occupational therapist

Laurence-Emmanuelle Dumas
Clinical leader for the east sector and psychoeducator



MANDATORY USE OF EYE PROTECTION IN CERTAIN SECTORS

The use of **eye protection** is **mandatory** in the following sectors since **Monday October 12th**: emergency department, intensive care unit, CHSLD, seniors' residence (PSR), intermediate resource, residential resource with continuous assistance, hematology-oncology unit and hemodialysis unit.



As of Monday October 19th, the use of eye protection is also mandatory in the following hospital sectors: hospitalization (short-term, medicine, surgery, geriatric short-term and intensive functional rehabilitation), mother-child centre and pediatrics, psychiatry, day medicine and routine health care services, and home support.

Even though certain people in the community wear a face shield without a mask, this practice is not authorized within the facilities of the CISSS de la Côte-Nord and its partners. Employees must **wear a mask at all times**. Wearing eye protection is an additional measure to protect vulnerable users and employees of health care establishments.

PERSONAL PROTECTIVE EQUIPMENT (PPE) FOR EMPLOYEES PROVIDING HOME SERVICES

Cold users

- ⇒ The employee must wear a **procedure mask** during contacts with the user's home.
- ⇒ **Eye protection** is required when care is provided within two metres of the user.
- ⇒ The employee can keep the same procedure mask when they change environment, as long as they keep it on at all time, without removing it between environments. They can keep it on their face for a maximum of four hours.
- ⇒ The change of mask could be allowed in situations where it may hinder the safe driving (vision and blind spots) and during long car travels between home visits.

Warm and hot users

- ⇒ The employee must apply **enhanced droplet/contact precautions** (procedure mask, protective gown, eye protection and gloves) when they are within two metres of these users or in contact with their environment.
- ⇒ The user must wear a mask in the presence of the employee. A homemade mask is adequate. If a close contact of more than 10 minutes is anticipated, the employee must provide the user with a procedure mask. The homemade mask is contraindicated in this context.
- ⇒ The employee must change the procedure mask between environments.

USE OF THE MASK BY USERS, VISITORS AND FAMILY CAREGIVERS

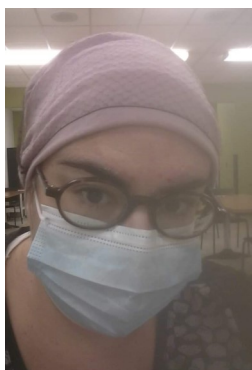
Even though the homemade mask is no longer accepted for workers of the CISSS de la Côte-Nord, users, visitors and family caregivers can still use it. However, for the reasons mentioned below, the following people must be provided with a procedure mask:

- ⇒ Immunosuppressed people;
- ⇒ People in hemodialysis;
- ⇒ People aged 70 and over;
- ⇒ People coming in for a diagnostic examination that increases the respiratory rate (e.g., stress ECG);
- ⇒ During close contacts for more than 10 minutes within two metres.

Once the user, visitor or family caregiver arrives in the appropriate sector, the professional capable of making a decision must assess the relevance of giving a procedure mask or not based on the criteria above, and provide them with one if appropriate. No procedure mask should be given at main entrances, unless a user, visitor or family caregiver comes in without a mask or with a questionable protection.

*****UPDATE*** TRIAGE TOOL for users before an appointment. [Click here](#) to consult the update (English version available soon).**

COVID-19 SUPPORT TEAM



“As part of the creation of the COVID-19 support team, I had the opportunity of being initiated to two positions in the kitchen of the Hôpital Le Royer in Baie-Comeau on October 3rd and 4th. This was a very positive experience. Not only did I have the chance to become a helpful resource, but I also had the pleasure of discovering a department that was completely unknown to me up until now. I also discovered a team that is devoted to the comfort of users. Everyone that I have met is friendly and able to combine work and pleasure despite these difficult times. I do not know when I will go back to

the kitchen of the hospital, but I know that I will be well surrounded by my new colleagues!”

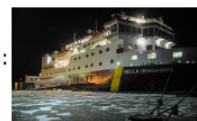
Marie-Christine Breault,
medical archivist

Joignez-vous à l'équipe de renfort COVID-19

Tous unis contre la COVID-19

Sur une base volontaire, donnez votre nom pour soutenir les équipes du CISSS en cas d'écllosion dans un milieu de soins:

- ☺ Portier, téléphoniste, entretien ménager, cuisine, buanderie, etc.
 - ☺ Travail dans une autre unité, un autre type d'emploi ou dans une MRC plus touchée (pour les cliniciens).
- Conditions salariales en fonction de votre titre d'emploi habituel!



<https://lickst.at/eclosion>

<https://lickst.at/regulier-3-mois>

YOU WANT TO BE PART OF THE COVID-19 SUPPORT TEAM?
CONTACT YOUR TERRITORY COORDINATOR OR SEND AN EMAIL TO
EQUIPE-RENFORT.09CISSS@SSSS.GOUV.QC.CA



LAUNCH OF THE SHED À BOIS IN SEPT-ÎLES

During the week of September 21st to 25th, **Hommes Sept-Îles** launched the Shed à bois. It is a mobile trailer equipped for carpentry work and accessible to everyone. The objective is to allow men to socialize and share their knowledge. It is also a way of demystifying the support services offered by Hommes Sept-Îles. The Shed à bois will travel across the territory of the MRC de Sept-Rivières and visit various organizations. People who would like to learn carpentry or who want to share their skills are invited to contact Christine Plamondon-Willard, from Hommes Sept-Îles, at 418 961-1530. Congratulations for this great project!



WOMEN'S SHELTERS JOIN FORCES TO PROMOTE THEIR SERVICES

The women's shelters of the North Shore had several concerns related to the low occupancy rates since the start of the COVID-19 pandemic, and were looking for ways to reach women. **The Maison des femmes de Sept-Îles, the Maison des femmes de Baie-Comeau, the Maison L'amie d'elle and the Maison Anita-Label** teamed up for a campaign to raise awareness and promote their services.

Short videos featuring personalities of the region were posted on social media to explain the different types of violence, but most importantly to remind everyone that women's shelters are open and ready to support those who need it. For more information, visit the Facebook pages of the region's women's shelters.



PROVINCIAL CAMPAIGN: FOSTER FAMILIES

The ministère de la Santé et des Services sociaux is currently holding a campaign on foster families, until October 30th.

Web content on foster families is available at: <https://www.quebec.ca/en/family-and-support-for-individuals/assistance-and-support/foster-family/>.

Video clips in the form of testimonies will also be posted on the [YouTube account](#) and the Facebook page of the MSSS.



OUR FOUNDATIONS



LOTTO-ÉVASION IS BACK!

The Fondation de la santé et des services sociaux (SSS) de Manicouagan is pleased to announce the beginning of the ticket sale for the third edition of Loto-Évasion, in collaboration with Club Voyages Baie-Comeau!

BECAUSE IN THE CONTEXT OF THE CURRENT PANDEMIC... WE NEED TO KEEP ON DREAMING!

TO WIN: 10 travel credits worth \$3000 each, applicable on a Transat package.

[More details here \(French only\)](#)

SAGE USAGE: SUPPORTING YOUR CHOICES

The CISSS de la Côte-Nord recently launched the Sage Usage program, in collaboration with Indigenous health centres and the Université de Sherbrooke. Sage Usage is mainly intended for people from Indigenous communities, and its goal is to help them make better choices regarding alcohol consumption. In the context of the pandemic, the program will be available on a one-on-one basis only, both in person or remotely. The program is made up of six stages, and it can also be provided by a caseworker from Indigenous communities. Sage Usage supports the decision-making process and does not aim for abstinence. To take part in the program, contact:

Marie-Pier Marcotte

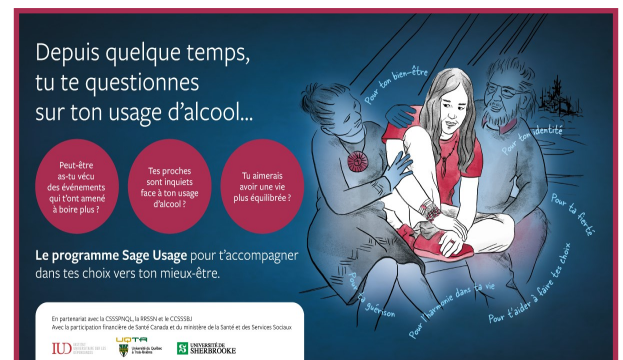
(Fermont, Port-Cartier, Sept-Îles, Minganie and Lower North Shore)

418 962-9761, ext. 453106

Claude Synnott

(Haute-Côte-Nord and Manicouagan)

418 589-5704, ext. 361208, or 1 800 418-5704



BRAVO! Campaign

Send your projects or actions to 09.ciasss.communications@ssss.gouv.qc.ca. You can send your pictures, your achievements, your thanks and your congratulations! Bravo, and thank you for your devotion and creativity!

The Regional Planetree Committee



Bravo to Alyson Thibault!

Like many other weekends, there was a staff shortage at the emergency department in Port-Cartier on the weekend of September 26th and 27th. In order to avoid the closure of the department, staff from two independent agencies, as well as a nurse from another department, were sent in support. Alyson Thibault was the only member of the regular team present. Alyson, your calm, your professionalism, your ability to listen and your desire to share your knowledge are qualities that make you a caring leader. Thank you for your hospitality and your involvement.

Jessie Landry, planning, programming and research officer

Thank you to Linda Boudreau and Cindy Gosselin!

Thank you for preparing and sending all the promotional material and the subscription cards in most facilities of the CISSS for the 2020 Entraide Campaign. Organization and job well done: these are two values that represent you well. Thank you for your devotion and your involvement in the Entraide Campaign.

Denis Tremblay, Campaign director

Jessie Landry, subscriber

Nancy Bilodeau, subscriber



Bravo to the staff of the Hôpital de Havre-Saint-Pierre

It is essential to take this opportunity to express our sincere gratitude and our heartfelt congratulations to you. The professionalism that you have demonstrated during the application of emergency measures contributed significantly to the smooth running of operations during the exceptional situation of September 28th. A police intervention took place because of someone threatening another person at the multi-service centre. You showed great reaction skills by adapting to the situation very quickly. I would like to reiterate my thanks and congratulations for your contribution.

Chantale Tanguay, territory coordinator - Minganie

Three colleagues in Haute-Côte-Nord who live out our values!

I would like to highlight the remarkable work of **Stéphane Sergerie**, territory coordinator in Haute-Côte-Nord. His exceptional leadership stands out thanks to his know-how and social skills. In this period of pandemic, during which the access to information is essential, you are able to share this information coherently and consistently. **Justine Desgagnés**, I want to take some time to deservedly highlight your constant human touch. I really appreciate your availability and your good mood, and I congratulate you for your coherence and your consistency. I applaud the valuable collaboration of **Marianne Manning**; her good team work is a success story for the user. Your good mood, your consistency, your reliability and your open mind are remarkable. Bravo to the three of you for your contribution to the organizational values, in line with the Planetree person-centered approach!

Marie-Ève Gauthier, social worker in mental health and member of the Planetree subcommittee for the promotion of the organizational culture

DOCUMENTATION FROM THE NETWORK

On continue de se protéger!



Toussez dans votre coude



Lavez vos mains



Gardez vos distances



Couvrez votre visage
(si moins de 2 mètres)



Limitez vos déplacements

Québec.ca/coronavirus

SELF-CARE GUIDE

- [COVID-19 Self-Care Guide](#)
 - * [Self-Care Guide in the Québec Sign Language](#)

YOUTH PROTECTION

- [Together, let's protect our children](#)

MENTAL HEALTH, ADDICTIONS AND HOMELESSNESS

- [Stress, Anxiety and Depression Associated With the Coronavirus COVID-19 Disease](#)
- [My child is worried about the pandemic](#)
- [I am in bereavement for one or more people who lost their lives in the pandemic](#)
- [How children and teens experience bereavement](#)
- [Advice and preventive measures for drug users and the homeless](#)
- [Safer substance use in the context of the COVID-19 pandemic \(French only\)](#)
- [Tool kit on the identification of people at risk of psychosocial vulnerability \(French only\)](#)

PROTOCOLS

AND INSTRUCTIONS (CONTINUOUSLY UPDATED)

- [Return from hospital: instructions \(French only\)](#)
- [www.inspq.gc.ca/en](#)
- [Emergency department triage tool \(French only\)](#)
- [Ministerial pre-hospital protocol \(French only\)](#)
- [Interim national case definition](#)
- [INFO COVID-19 IPC special #3](#)
- [IPC video clip #4 \(French only\)](#)
- [IPC champions \(French only\)](#)

COMMUNICATIONS IN THE INNU LANGUAGE AND INFORMATION FOR INDIGENOUS PEOPLE

- [Staying at home means saving lives!](#)
- [Staying at home - 5 measures](#)
- [Keep your distance](#)
- [Information for Indigenous communities](#)

FREQUENTLY ASKED QUESTIONS

- [Answers to questions about COVID-19](#)
- [Wearing a Face Covering in Public Settings](#)

INFORMATION PLATFORMS

Website of the Government of Québec

COVID-19 section for the public: <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

Website of the MSSS

COVID-19 section for health and social service professionals (French only): <https://www.msss.gouv.qc.ca/professionnels/maladies-infectieuses/coronavirus-2019-ncov/>

Website of the CISSS de la Côte-Nord

For more information on COVID-19 in the region: <http://www.cisss-cotenord.gouv.qc.ca/en/public-health/covid-19/>

Intranet

To learn more about the various actions underway at the CISSS de la Côte-Nord, the current recommendations, and the implemented directives and instructions (French only): <http://ci:ssscotenord.intranet.reg09.rtss.qc.ca/directions/soins-infirmiers/prevention-et-control-e-des-infections-pci/coronavirus/>



You have comments or text suggestions for the INFO-CISSS?
Contact the Communications department (09.ci:sss.communications@ssss.gouv.qc.ca)
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Centre intégré de santé et de services sociaux de la Côte-Nord



ci:sss_cotenord

Programme d'aide aux
employés et à la famille
1 800 361-2433

