

INFO-CISSS

NEWSLETTER FOR EMPLOYEES OF THE CISSS DE LA CÔTE-NORD

Volume 7, Issue 2 | January 28th, 2021

CONFIRMED POSITIVE COVID-19 CASES

January 28th, 2021

North Shore: 340

Québec: 258 698

Canada: 761 226

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APPRECIATION CERTIFICATES ARE BACK!

Start preparing your kind words for your colleagues: appreciation certificates are back, just in time for Valentine's day! Once again, for this third year, you will be able to send certificates to colleagues you appreciate, regardless of their function or where they are on the North Shore. You will have **seven different opportunities** to express your appreciation to your colleague, or even colleagues, because we encourage you to send more than one certificate. :)

The certificates will be available on the intranet from February 8th to 14th. **Keep an eye on the Facebook group for staff members**, where you will also be able to express your appreciation by mentioning/tagging your colleagues!

The themes of the 2021 appreciation certificates:

- The behind-the-scene worker
- The creative mind
- The pick of the bunch
- The best teammate
- The sunshine
- The rookie of the year
- The constant volunteer

You will also have the opportunity to share appreciation certificates **all year long!** More details coming soon!





COVID-19 PREMIUMS

Given the evolution of the COVID-19 pandemic and the North Shore now being a red zone, several professionals in various facilities now have access to premiums, since December 20th, 2020 and until February 13th, 2021. [Click here](#) for more details.

USE OF REUSABLE TOURNIQUETS

The Executive IPC Committee recommends that nylon tourniquets be removed from the health care facilities of the CISSS de la Côte-Nord. Read the memo [here \(French only\)](#).

TRAINING PROGRAM FOR EMPLOYEES ASSIGNED TO COVID-19 HOT ZONES

The Direction des soins infirmiers developed a three-part training program for employees assigned to COVID-19 hot zones, available on the intranet and on the website of the CISSS. [Click here](#) for more details (French only).



CHEST COMPRESSIONS DURING CARDIOPULMONARY RESUSCITATION IN WARM AND HOT USERS

Performing chest compressions during cardiopulmonary resuscitation (CPR) has recently been classified as an aerosol generating medical procedure (AGMP) with undocumented risk. Therefore, additional airborne precautions are no longer recommended to perform this procedure. Read the memo [here \(French only\)](#).

DISINFECTION BETWEEN APPOINTMENTS

The IPC team has made new recommendations regarding disinfection measures for cold, warm and hot cases. Read the memo [here \(French only\)](#).

To include in your schedule: An information session on the collaborative intervention process (CIP) as provided by the Act to combat maltreatment of seniors and other persons of full age in vulnerable situations. [Click here](#) for more details (French only).

USERS' PERSONAL PROPERTY



\$11,000: this is the total financial compensation authorized to replace broken or lost objects **in the [past three months](#)**.

When a user's object is lost, you try to find it back. Then, you fill out an incident/accident report and you inform your manager. If the object is not found, the manager and the risk management team will come to an agreement with the user to replace the object, if it was broken or lost because of the action of a staff member.

Unfortunately, at this stage, the damage is already done and the impacts can be major. For example, a lady hospitalized for a broken hip had to do without her dentures for three months! That is why it is important to **prevent these incidents**:

- Verbally suggest them to hand any object that is not necessary for their stay to a family member or escort;
- If the user is incapable, or if their health condition does not allow them to make an informed decision, use due care and diligence to reduce the risk of breaking or losing personal property to a minimum.



REMINDER ON CIVILITY

Civility is defined as a civilized conduct that contributes to maintaining the established standards of mutual respect in the workplace. It is a set of rules of conduct that aim for the well-being of every member of a community, through conducts based on **respect, collaboration, politeness, courtesy and good manners.**

When to take action?

It depends on the seriousness of the behaviour or action observed:

- If it is a flagrant uncivil behaviour: act as soon as possible.
- If it is an annoying or irritating behaviour: you should wait for a certain repetition to legitimize your intervention with the person concerned.

It is better to take action sooner rather than later.

A quick reference tool for employees and managers is available [here \(French only\)](#).

LA CIVILITÉ,
UNE RESPONSABILITÉ PARTAGÉE



INPUTS AND CHALLENGES OF A NEW REALITY: DISTANCING

In this last capsule on clinical ethics, the DSMQEPE wants to highlight technological progress in our work. Even though it may be unsettling for some people, this progress finally seems beneficial. The speed at which technology has set up in our daily life leads us to believe that it will continue to develop quickly.

Take artificial intelligence, for example. The place of robots in consultation is worrying, but there may also be advantages. Of course, the artificial intelligence will not replace physicians and professionals, because, as mentioned in previous capsules, the human touch is important. However, it could replace a certain part of the work, thus allowing physicians and professionals to be more efficient by focusing more on certain complex situations. What are the potential impacts of this technology?

Will we be able to choose the elements of technology that improve the quality of life and avoid those that lower it?

- David Baltimore

OUR FOUNDATIONS



Acquisition of a portable ultrasound device in Les Escoumins

On November 18th, 2020, the portable ultrasound device worth \$14,268, and funded by the Fondation du Centre de santé des Nord-Côtiers, arrived at the Les Escoumins facility. It will soon be available to provide an ultrasound-guided infiltration service at the CLSC de Sacré-Coeur, as well as at home for users who cannot go to the hospital. This acquisition will provide the population with greater access to these treatments. This purchase was made possible thanks to the success of the curling tournament held in January 2020 and the involvement of the population and medical team to the foundation's various fundraising events.

Fondation régionale Hôpital Sept-Îles

You still have time to get your ticket for the 2021 Loto-Fondation! With this Canadian version of our Loto-voyage, you have a chance to discover several **NEARBY** dream destinations!

To buy your ticket:

<https://www.fondationsept-iles.qc.ca/lancement-de-la-loto-fondation-2021/>

Tickets are on sale until January 31st, 2021. Do not wait too long!

2021 **LOTO** 17^e édition
Fondation

SUICIDE PREVENTION WEEK

The 31st Suicide Prevention Week will be held from **January 31st to February 6th**, under the theme **Talking about suicide saves lives**.

[Information document \(French only\)](#)

[Visit the website \(French only\)](#)

**PARLER DU SUICIDE
SAUVE DES VIES**

CommentParlerDuSuicide.com

Matériel de sensibilisation disponible maintenant aqps.info

STUDENT SUPPORT PROGRAM - NURSING ASSISTANTS

You are a nursing assistant and you want to pursue your education to become a nurse? It is possible! Both the Cégep de Sept-Îles and the Cégep de Baie-Comeau offer a custom program for nursing assistants. **You could receive a financial support of up to \$7,290.78 for your studies!**

For more details on this program, contact Stéphanie Boudreault, at 418 962-2572, ext. 414010.



FOR VACCINATED HEALTH CARE WORKERS



The Direction de la prévention et du contrôle des infections dans les milieux de vie, d'hébergement et de réadaptation of the ministère de la Santé et des Services sociaux developed an [information sheet to remind vaccinated health care workers of the infection prevention and control measures \(French only\)](#).

These measures must be applied at all times, even after receiving the vaccine against COVID-19.

See also: [an information sheet on the COVID-19 vaccine](#).

Vaccination against COVID-19 is important!

You have probably seen the video featuring several employees of the CISSS de la Côte-Nord receiving the vaccine lately. If you have not seen it, it is still available on the Facebook group for employees!



BRAVO! Campaign

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

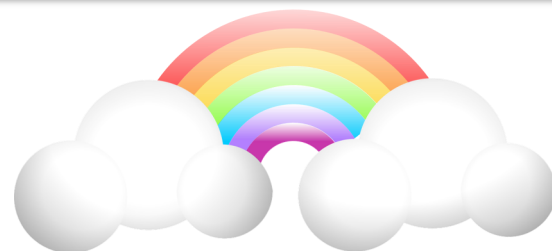
The Regional Planetree Committee



An employee who is proud to be vaccinated :)

"Newly vaccinated against COVID-19!!! Side effects experienced up until now: a large smile on my face, a sense of pride and happiness, and a great wave of optimism :D We will get through this!"

Christine Noël, pharmacist





Thank you to all employees of the DRHCAJ

The past year has been very busy at the Direction des ressources humaines, communications et affaires juridiques. Figures speak for themselves:



The **Health, safety and quality of work life department** added 21 temporary resources in relation to the pandemic and created 6 new teams (emergency investigation team, hot zone opening/closing, etc.). 5,442 calls have been received on the COVID-19 telephone line alone since March 22nd, 2020. The sustained efforts of the **recruitment, staffing and internships team** allowed the CISSS to go from a net balance of 92 new employees in 2019 (664 hires and 572 departures) to 435 new employees in 2020 (1,168 hires and 733 departures). As for job postings, there were 993 in 2019 compared to 1,123 in 2020. Moreover, despite the COVID-19 pandemic, 95% of internship applications have been accepted since last summer, which allowed us to welcome 214 interns. The **Communications department** has also been busy since the start of the pandemic, with 64 press releases (39 in 2019), 250 interviews with journalists (115 in 2019), 46 press briefings (4 in 2019) and 1,097 media requests (335 in 2019). These statistics reflect the hard work put in by the team over the past few months. As for **legal affairs**, the context of the COVID-19 pandemic helped us develop tools to determine the hearing time in advance. A draft agreement process was also implemented to allow people to sign and consent to the conditions of the measures that will apply to their situation in advance. These changes allowed for a better access to justice. Special thanks to **local labour relations partners** who support, accompany, advise and collaborate with the managers from directions with whom they work on a daily basis. They are dedicated to their tasks, they focus on customer service, and they show great commitment. The **recall list** is another dedicated team that works tirelessly: 30 people spread across the territory to build schedules and fill labour needs for approximately 3,000 employees. In one year, the team dealt with over 47,000 requests (an average of 128 request every day), which represents over 400,000 phone calls! Over the past three years, the **organizational development and training team** coached 32 managers, gave 3,398 training sessions on the management system, and provided language training to 90 people. 609 documents have been translated in 2020-2021, compared to 279 the previous year. Let us not forget the **administrative staff**, whose contribution cannot be translated into figures, but who makes us stronger through its small and great actions on a daily basis. Even though we wish for a less busy year in 2021, we must recognize that the pandemic pushed our resources to outdo themselves, and these impressive results speak for themselves. Once again, thank you to all employees of the DRHCAJ.

Christine Pelletier,

Director of human resources, communications and legal affairs

Thank you to Marie-Christine Bouchard!

A regional health and education committee revised "Idées de saines collations à l'école", the tool to promote healthy snacks at school. I want to thank the members of the committee: school nurses, nutritionists and other professionals of the Direction de santé publique who worked together with the school community to update this tool.

I would like to recognize the hard work of Marie-Christine Bouchard, from public health, who prepared shipments for over 6,000 preschool and primary school students in our beautiful region!

Caroline Dignard,

Intersectoral resources | École en santé

Telephone operators for a day

Thank you to the 28 people (full-time and part-time employees, retired employees, and members of the COVID-19 support team!) who have accepted to give us a hand, since early December, to book appointments on the phone for COVID-19 vaccination clinics!





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 American 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)

- www.inspq.qc.ca/en
- [Emergency department triage tool \(French only\)](#)
- [Triage tool for users before an appointment](#)
- [Ministerial pre-hospital protocol \(French only\)](#)
- [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](#)
- [Public health instructions for entries on the North Shore](#)

FREQUENTLY ASKED QUESTIONS

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

EMPLOYEE SUPPORT AND ASSISTANCE

- [Morneau Shepell and LifeSpeak \(French only\)](#)

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://cisscscotenord.intranet.reg09.rtss.qc.ca/directions/soins-infirmiers/prevention-et-controle-des-infections-pci/coronavirus/>



You have comments or text suggestions for the INFO-CISSS?

Contact the Communications department (09.cisss.communications@sss.gouv.qc.ca)

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



cisss_cotenord

Programme d'aide aux employés et à la famille
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LIFESPEAK

MORNEAU SHEPELL