

COMPLIANCE WITH INSTRUCTIONS IN FACILITIES OF THE CISSS DE LA CÔTE-NORD

Baie-Comeau, January 8, 2024 – Due to the increased circulation of respiratory viruses and the presence of outbreaks in certain environments, the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord reiterates the importance of following the instructions in place, especially in order to protect vulnerable people.

In addition to the mandatory use of the mask in several care environments and in residential and long-term care centres (CHSLD), it is important to follow instructions regarding visits. In particular, in emergency departments, only one visitor at a time is authorized at any time. In some cases, more visitors could be authorized on compassionate grounds (e.g., user at the end of life). Family caregivers and visitors with infectious symptoms (e.g., fever, cough, sore throat, nausea, vomiting, diarrhea) must postpone their visit.

The following measures should be applied at all times to reduce the spread of viruses in the community:

- Stay home if you have fever.
- Wear a mask until symptoms disappear in order to protect others.
- Wash your hands with soap and lukewarm water for at least 20 seconds, or use an alcohol-based solution.
- When you have symptoms, you should avoid contact with vulnerable people and inform people that you may frequent about it.

Options other than the emergency department for non-urgent needs

Using options other than the emergency department is recommended for non-urgent health needs. However, wait times to access these services may be higher than usual in the coming days and weeks, especially the various options of the 811 services, including the primary care access point (GAP), as well as the emergency departments.

Options other than emergency departments:

- 811, option 1 (Info-Santé)
- 811, option 2 (Info-Social)
- 811, option 3 (GAP) and online: [digital GAP](#) for people who do not have a family physician
- Consult your family physician or pharmacist
- Consult the Self-care Guide at [Québec.ca](#).

The CISSS de la Côte-Nord thanks you for your cooperation.

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