

FAMILY CAREGIVERS IN FACILITIES OF THE CISSS DE LA CÔTE-NORD: INSTRUCTIONS FOR THE ORANGE ALERT LEVEL

Baie-Comeau, April 30th, 2021 – The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord informs the population that the establishment follows the current orange alert level instructions regarding the presence of family caregivers in its facilities (hospitals, CHSLDs and other living environments).

- In hospitals, the general rule is: one family caregiver at a time, and a maximum of two in a day. A maximum of three family caregivers must be identified to take turns. To know the particularities of different sectors (outpatient clinic, emergency department, etc.) please read the following document (French only): https://www.ciass-cotenord.gouv.qc.ca/fileadmin/internet/ciass-cotenord/Sante_publique/COVID-19/visite_proche_aidant_CH.pdf.
- In CHSLDs and other living environments:
 - In the rooms: One family caregiver, identified and known from the living environment, at a time, and a maximum of two in a day.
 - In common areas: Not allowed, except when travelling toward the room or to escort the resident/user for a walk in the hallway, while respecting the two-metre physical distancing rule with other residents/users at all times and while wearing a procedure mask, in accordance with the applicable rules.
 - On the grounds of the living environment: Maximum of two family caregivers per day.
 - For more information about the presence of family caregivers in other facilities, [consult the sections "Visiteurs et proches aidants" and "Gradation des mesures dans les milieux de vie" of the website of the CISSS de la Côte-Nord](#) (French only).

In CHSLDs and other living environments, family caregivers are now required to make an appointment before going to a facility, to see if their presence is expected and required. They will need to be trained for infection prevention and control. They will not be allowed to eat with their relative in common dining rooms. Family caregivers will be required to rigorously follow the basic health measures at all times:

- Stay two metres away from other people at all times;
- Wash their hands frequently;
- Wear a procedure mask at all times, or a face covering in private seniors' residences, according to the instructions in effect at the time. This rule applies to every visitor aged over two years old on the living environment's premises, indoors and outdoors;
- Keep their contacts outside the living environment to a minimum;
- Do not go into a facility if they have COVID-19 symptoms.

The CISSS de la Côte-Nord asks that family caregivers from other regions self-isolate for 14 days when they arrive and follow the [North Shore entry management protocol](#). For palliative care, [family caregivers can go in the facility and self-isolate outside these moments](#) (French only).

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About COVID-19

If you are worried about COVID-19 or if you show symptoms such as fever, cough or breathing difficulties, you can call **1 877 644-4545**, toll-free. For more information: <https://www.quebec.ca/en/coronavirus>. You can also get more information specific to the region on the website of the CISSS de la Côte-Nord: <http://www.cisss-cotenord.gouv.qc.ca/en/public-health/covid-19/>.

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