

# Coronavirus COVID-19

2020-03-25

Due to the progression of COVID-19 coronavirus disease worldwide and the gradual appearance of cases of infection in Quebec, we would like to send you new information and instructions for intermediary and family-type resources.

This document replaces the previous press release sent on March 17, 2020.

## **INSTRUCTIONS CONCERNING INTERMEDIATE AND FAMILY TYPE RESOURCES (RI-RTF)**

The COVID-19 pandemic may raise several questions related to daily life, the activities of users entrusted with intermediate resources and family-type resources (RI-RTF) as well as with collective and national agreements.

Given the legal link of service provider that unites resources and health and social service establishments, these must collaborate in order to ensure the continuity of services to users in compliance with laws, regulations, health directives public and recognized practices. Thus, this document aims to communicate instructions and important and necessary information to ensure the protection of people accommodated in RI-RTF and any other person residing in the same living environment.

These guidelines apply to all clientele, including seniors, people with a loss of autonomy, a cognitive disorder, an intellectual impairment, a physical impairment, an autism spectrum disorder or suffering from mental disorders, **than young people in difficulty**. Some of these people, depending on their medical condition, are more at risk of developing complications as a result of COVID-19 contamination and their management in acute or intensive care may be more complex.

As network partners, **collaboration between institutions and intermediary and family-type resources is necessary** in the current context of emergency that we are facing.

### **Sanitary emergency state**

The Government of Quebec adopted a health emergency decree on March 13, 2020, which resulted in exceptional measures to protect the health of the people of Quebec.

## Visits prohibited

In press releases sent by the government on March 14 and 17, 2020, in order to protect the most vulnerable, the Government of Quebec announced that **non-essential visits are prohibited** in residential and long-term care centers (CHSLDs), RI-RTF.

**In order to maintain contact between users and their relatives, we ask you to favor the use of the telephone or other means of communication.** Specific guidelines for the management of visits ordered by the Court of Quebec under the Youth Protection Act were also sent on March 20, 2020.

## Contacts and exits of users and relatives

As of March 23, 2020, any visit to users cared for by the RI-RTF in which users who present risk factors making them more vulnerable to COVID-19 live, is prohibited. **Any outside exit is also suspended for these same people.**

**However, the following visits and outings are authorized:**

- Visits and outings that are necessary for humanitarian purposes or to obtain essential care or services required by their state of health;
- Visits judged essential to ensure the repairs and maintenance required for the safety of their living unit;
- Supervised outdoor exits.

**Therefore, contact with family and loved ones as well as visits are prohibited, and this, for all the clientele entrusted. Consequently, the interveners are called upon to notify parents and resources regarding the announcement of the suspension of contact with the user.**

The assessment of the general condition and the condition of the user and the resource must also be the subject of a note in the file. **The suspension for all types of contact is required, both by relatives and by users. The staff of the establishments must support those responsible for RI-RTF so that users and relatives understand the measures required of them, in terms of prevention, voluntary confinement or isolation, depending on the symptoms and diagnoses made. It is the responsibility of the resource to report on the evolution of the user's physical or psychological state of health to relatives, the family and the establishment.**

## Visits, outings and parent-child contacts of a foster child

According to the directive issued by Mr. Yvan Gendron, Deputy Minister, dated March 17, 2020, all visits and outings deemed non-essential are suspended, both in foster care, in youth intermediary resource, in drop-in center rehabilitation for young people with adjustment

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difficulties than in a youth group home.

Stakeholders are invited to reach an agreement with the parents, and the young person aged 14 and over, in order to agree on the best strategy for maintaining ties with each other, in particular by implementing alternative telephone or virtual measures which are encouraged when they are applicable, with the aim of preserving the parent-child bond for a young person staying or carrying out an intervention or clinical follow-up.

For all decisions to be made concerning the visits, outings and contacts of a young person accommodated under the Youth Protection Act, make sure to involve the director of youth protection (DPJ). For this purpose, an algorithm decision is available for the DPJ.

In the event that a young person leaves the resource under conditions other than those established by the DYP (running away, all other unauthorized outings), the decision-making algorithm can be used by the DYP to assess the level of risk and make a decision as to the action to take. See the section "In the presence of a suspected or confirmed case in RI-RTF" in the event of the scenario of a reintegration of the young person in the resource.

### **Contacts ordered by the Youth Chamber**

Voir le [Décret sur la déclaration de l'urgence sanitaire du 13 mars 2020](#) .

Voir l'[Arrêté ministériel du 19 mars 2020 sur la suspension des conclusions d'une décision ou d'une ordonnance rendue par la Cour du Québec](#), sauf dans certaines situations exceptionnelles, concernant le contact physique de l'enfant avec ses parents, ses grands-parents ou toute autre personne.

### **Outings deemed non-essential**

All appointments or non-essential activities are therefore postponed until further notice: annual visit to the dentist, social activities or occasional work are deemed to be postponed. This is the essence of the social isolation measures advocated to date. It is also necessary to assess whether or not regular services should be maintained or if new services are required (weekly psychological follow-up, appointment in child psychiatry, etc.) according to the user's condition.

### **Clinical follow-up**

As for clinical interventions, the visits or outings essential to the intervention and to the clinical follow-up of users requiring it remain. These essential interventions are determined on a case-by-case basis by the establishment according to the users, their situation and the other people they meet on a daily basis, while considering the evolution of the pandemic in Quebec. For other interventions, the implementation of alternative telephone or virtual measures is preferred, in particular with the aim of carrying out a safe clinical intervention.

### **Services offered to users**

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It is important to ensure that the user's condition does not deteriorate. This may imply, in some cases, a review of the offer of services to prevent deterioration linked to the new situation of social isolation and changes in life habits.

### **Access to emergency childcare for RI-RTF employees and foster families**

Emergency guard services are available for RI-RTF. In this context, places in these childcare services will be available for resources and their employees in order to ensure the continuity of service delivery in these environments, for both intermediate and family resources.

### **Monitoring the state of health of entrusted users**

In the exceptional context of the pandemic, establishments must carry out a clinical analysis of each situation that arises in collaboration with the resource and make a decision in accordance with the directives decreed by public health, subject to modifications according to the evolution of the situation. for all entrusted persons (including new placements).

### **Placement / Displacement**

First and foremost, even in times of crisis, the obligations of each of the parties, notably provided for in collective and national agreements, remain those which must govern the actions of all. Thus, the refusal of placement remains an exceptional situation and the present pandemic is not a reason to justify a systematic refusal. Obviously, the present pandemic, which requires ad hoc adjustments practically from hour to hour, brings its share of atypical challenges with which everyone must deal. The current exceptional circumstances therefore require flexibility from all parties and that is the meaning to be given to the words used.

We hope that the parties act in the best interest of all and are convinced that collaboration and communication are essential in this pandemic context.

### **Respite and intermittent placements (adult clientele and youth)**

Currently, respite and intermittent placements are suspended, as well as all activities related to this type of placement, in order to limit multiple contact between people and to prevent the spread of COVID-19.

For clients followed in youth protection, taking into account the prescriptions, exceptions remain which must be assessed on a case-by-case basis by each of the DPJs.

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## Isolation for responsible and staff

Ask any user or person working in RI-RTF who returns from abroad, regardless of whether he is a manager or an employee of an RI-RTF, to isolate himself compulsorily for 14 days.

However, since many RI-RTF managers exercise their services in their main place of residence, isolation in the home can lead to contamination of the users entrusted to them. Thus, it is necessary that the managers or the staff of the RI-RTF who return from travel or who present symptoms, discuss with the establishment on the different possibilities associated with their physical environment and their organization of services which would ensure the safety and protection of the users entrusted to them.

It is possible that the person may remain in the RI-RTF if:

- The person is independent to take care of himself and is able to comply with the directives and that he lives with other people, but has a single room and has access to an exclusive bathroom (meals in the room).
- However, if this condition is not met, the establishment will recommend a transfer to a containment environment located in a previously determined place, for the entire duration of the containment period.
- All decisions must take into account the characteristics of the person, their psychosocial situation and their environment (including other people who reside there, including RI-RTF users).

In addition, as with any citizen of Quebec, RI-RTF officials and staff intending to travel outside the country must comply with the public health directives that will prevail upon return.

## Prevention: the period before hatching

Given that certain clients entrusted to RI-RTF are at higher risk of developing complications, vigilance is essential in terms of infection prevention activities. The main elements to consider at this stage are:

- The means of communication must be adapted to the characteristics of each clientele;

Post coronavirus information in multiple places. Hygiene measures poster:

[https://publications.msss.gouv.qc.ca/msss/fichiers/2019/Affiche\\_OnSeProtege.pdf](https://publications.msss.gouv.qc.ca/msss/fichiers/2019/Affiche_OnSeProtege.pdf)

- Enforce, by all the people present in the RI-RTF, by different adapted means of communication, the basic measures in infection prevention and control, in particular:
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- ♣ Wash your hands often with warm running water and soap for at least 20 seconds or use an alcohol-based disinfectant.
- ♣ Cover your mouth and nose with your arm to reduce the spread of germs if you cough or sneeze.
- ♣ If using a tissue, throw it away as soon as possible and wash your hands afterwards.
- ♣ Avoid direct contact for greetings, such as handshakes or hugs.
- ♣ Maintain a physical distance of people at least two meters.

• For resources with users who do not respect the directives issued by public health, such as not being part of a gathering or avoiding any contact with others which could put the health of the person responsible for the resource at risk or other users, we invite them to contact the establishment with which they are in agreement in order to find a solution that preserves the integrity of the users and the resource;

- Put in place suitable infection prevention and control procedures provided by the establishment responsible for staff and any other person, if applicable;
- Put in place control measures to prohibit access to visitors, relatives and volunteers;
- Plan the methods for limiting contacts in the event of an outbreak in the resource, according to the recommendations of the establishment responsible;
- In order to limit the possibility of introducing the coronavirus into the RI-RTF, if certain goods or services, not offered within the resource, were required by people, set up a secure mechanism for their delivery;
- Provide the modalities for the circulation of information between the personnel of the resource, if necessary;
- Refer people to the special line COVID-19 (1 877 644-4545) for any questions about COVID-19;
- Consult the current information on the site from the following link <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>
- It is the responsibility of the RI-RTF manager to ensure compliance with the previous directives.

### Specific directives

For people aged 70 and over and vulnerable people :

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- These users should eat their meals in their rooms. For other users, it is important to favor meals in the room or to gather as few people as possible in the same place (spread out the hours of meal service, leave free tables between each occupied table, etc.). The same is true for the activities experienced in the resource.

### **Additional labor requirements**

If labor issues are encountered, resources can contact the Human Resources Department of the CISSS or the CIUSSS in the region for support.

### **In the presence of a suspected or confirmed case in RI-RTF:**

1. Notify the establishment immediately;
  2. Inform the establishment of the level of care, if known;
  3. It is possible that the person may remain in the RI-RTF if:
    - The person is autonomous to take care of himself and is able to comply with the directives and that he:
      - o lives alone and can isolate themselves in their apartment (meal at the apartment); o lives in a single room and has access to an exclusive bathroom and can isolate themselves there (meal in the room);
      - o lives with other people, but has a single room and has access to an exclusive bathroom and can isolate themselves there (meals in the room).
  4. However, the establishment will recommend a transfer to a containment environment<sup>1</sup> located in a previously determined place, for the entire duration of the containment period, despite the implementation of measures adapted to these clientele, if:
    - one of these conditions is not met;
    - the person is not independent to take care of them;
    - the person is not able to strictly comply with the room confinement instructions (for example, in the presence of neurocognitive disorders or opposition disorder);
    - personnel do not have access to personal protective equipment (PPE) to provide assistance safely.
  5. All decisions must take into account the characteristics of the person, their psychosocial situation and their environment (including other people who reside there, including those responsible for RI-RTF). Some people, for example children, people with intellectual disabilities, autism spectrum disorders or physical disabilities, people with major neurocognitive disorders, require the implementation of additional measures ensuring the preservation of their integrity psychological and physical.
  6. Any decision must take into account the characteristics of the person, their psychosocial situation and their environment (including other people who reside there, including those responsible for RI-RTF). Some people, for example children, people with intellectual disabilities, autism spectrum disorders or physical disabilities, people with major neurocognitive disorders,
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require the implementation of additional measures ensuring the preservation of their integrity psychological and physical.

7. For all situations concerning a minor child, notify the parents or guardian. For those involving youth protection accommodation, notify the DPJ. For all other situations, notify relatives.

### **If transfer to a containment or specialized care environment:**

Favor adapted transport first, if protective equipment is available for the transporter. If not, or if the person's condition deteriorates, use ambulance transportation.

### **In community containment for COVID-19**

- Convalescent type temporary accommodation
- For all levels of care adapted clinically
- For the duration of confinement
- Visits prohibited except for humanitarian reasons, such as an end-of-life situation

### **In a hospital for COVID-19 (acute care or intensive care)** Requiert une évaluation

- medical prior to transfer to hospital
- For people with level A and B care (life extension including specialized care, intubation and ventilatory assistance)
- Visits prohibited except for humanitarian reasons, such as an end-of-life situation

### **Useful references**

- [La maladie à coronavirus \(COVID-19\) au Québec](#)
  - <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/situation-coronavirus-in-quebec/>
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