

Coronavirus COVID-19

2020-03-20

Due to the progression of coronavirus disease (COVID-19) around the world and the gradual appearance of cases of infection in Quebec, we would like to provide you with new information and instructions for respite homes that are outside the network (e.g., community organizations, non-profit organizations).

INSTRUCTIONS FOR RESPITE HOMES

1. Be sure to put in place the following instructions for services.

- a. Provide a direct link with the Centre intégré de santé et de services sociaux (CISSS) or the Centre intégré universitaire de santé et de services sociaux (CIUSSS) of the territory in order to remain mutually informed, ensure the coherence of actions in the context of COVID-19, and, if necessary, contribute to the institution's patient-transfer plan. Agree with the facility on who and how you should contact if a case of COVID-19 was suspected during a stay in a respite home.
- b. Suspend all activities as well as the admission of new people in respite homes until further notice unless:
 - o The service offered by the respite home is required by the CISSS/CIUSSS in your territory in order to respond to an essential need among users and to avoid recourse to other resources in the health and social services system (e.g., emergency department, relocation to a residential and long-term care centre, etc.).
- c. Implement alternative telephone or virtual measures, when applicable, to support family/informal caregivers by replacing the usual services for users.
- d. Prohibit all visits to respite homes, except for compassionate grounds, such as end-of-life situations. In these cases, individualized accompaniment of visitors must be provided to ensure that they comply with infection prevention and control measures. In addition, these persons must not be allowed to circulate in the respite home in places other than those where their loved one is.
- e. Encourage access to telephone calls and the use of different communication technologies in order to maintain the connection between users and their relatives.

- f. Authorize only those visits or outings that are essential for the clinical follow-up of the persons accommodated.

2. Ensure that the following measures are applied before and upon admitting a person temporarily accommodated.

Before admission

- a. Call the person before admission who will be accommodated at the respite home and ask the following questions.
- Do you have a fever?
 - Do you have a cough or other flu-like symptoms?
 - Have you travelled outside the country in the last 14 days?
 - Have you been in close contact with someone with flu-like symptoms?
 - Have you been in close contact with someone with a confirmed diagnosis of COVID-19 or who has been tested and is awaiting their results?
- b. If the person answers **NO to all these questions**, they can be admitted to the respite home.
- c. If the person answers **YES to one or more of these questions (combination of physical symptoms and travel/contact)**:
- Suspend their admission.
 - Ask them to call Info-COVID 1-877-644-4545.
 - Admit the person temporarily accommodated if the suspected COVID-19 infection is invalidated by care personnel (or by Info-COVID).

Upon admission of a person temporarily accommodated

- a. The person must wash their hands or use an antiseptic product upon arrival.
- b. Ask the above questions again and follow the above procedure.

During the stay of the accommodated person

- a. Conduct observations and ask the questions in Section 2 daily to assess the onset of symptoms.

b. If symptoms appear:

- Mandatory isolation of the symptomatic person in their room must be implemented and the door kept closed.
- Inform the CISSS or CIUSSS of the situation. Implement infection prevention and control measures according to the best practices recommended by the infection prevention and control team of the CISSS or the CIUSSS.
- If necessary, refer to the various information methods available to the population, including the 1-877-644-4545 information hotline.

3. Promote compliance with the following measures to prevent and control infection:

a. Display COVID-19 information in several places:

Protégez votre santé poster (see *Useful References* on page 5)

Mesures d'hygiène poster (see *Useful References* on page 5)

- b. Wash your hands often with warm water and soap for at least seconds or use an alcohol-based hand sanitizer.
- c. Avoid touching your eyes, nose, and mouth.
- d. Sneeze or cough into a tissue or sleeve (crook of the elbow, arm, hollow of the shoulder). Throw the tissue away as soon as possible and wash your hands after blowing your nose. Do not touch other people or objects until you have washed your hands.
- e. Avoid direct contact for greetings, such as handshakes and hugs.

4. Be sure to put in place the following instructions for cleaning the premises.

- a. Clean by applying a freshly prepared bleached solution (solution stored away from light and a new batch prepared every 24 hours; see the dilution table in **Appendix 1**).
- b. Clean surfaces and objects that are frequently touched (e.g., door handles, railings, lights, counters, sinks, tables, chairs). This should also be done after holding an activity (e.g., a meal).
- c. Immediately clean up spills, body fluids, and the like on contaminated surfaces and objects.

- d. Have adequate supplies of tissues and an adequate number of garbage cans. The cans should be emptied regularly and have a lid, if necessary (e.g., if there is a risk of scrounging).

5. Ensure that the following measures are followed for the layout of the premises:

- a. Implement social-distancing measures in common areas and during unavoidable or essential gatherings (1 m between people).

6. Ensure that the following measures for staff and volunteers are adhered to.

- a. Require any person working in a respite home returning from abroad, regardless of whether they are an employee of the Maison de répit, a volunteer, or other, to go into mandatory isolation for 14 days.
 - Let them come back to work after 14 days.
- b. Immediately remove from the workplace anyone with symptoms of coughing or fever.
 - Let them come back to work 14 days after the symptoms have ended or if competent authority confirms that the person does not have COVID-19, so that the person can safely perform their duties for the benefit of respite home users and staff.

7. Have a contingency plan.

- a. Assess the possibility of consolidating certain services or departments, given staff and volunteer absenteeism.
- b. Anticipate the need for alternative resources (human resources and volunteers).
- c. Designate substitutes for persons in charge.

8. Useful References

Québec.ca website:

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

Posters and publications of the Ministère de la Santé et des Services sociaux (MSSS): <https://publications.msss.gouv.qc.ca/msss/sujets/covid-19?txt=>

Recommendations for intervention:

<https://www.msss.gouv.qc.ca/professionnels/maladies-infectieuses/coronavirus-2019-ncov/>

**If you have any questions or concerns, call
1-877-644-4545 (toll-free).**

This document was produced by the MSSS. The information provided in this document is based on current knowledge related to COVID-19 as of March 20, 2020. This document will be updated as necessary.

APPENDIX 1

RECIPE FOR PREPARING CHLORINE-BASED DISINFECTANT SOLUTION (500 ppm)¹

<u>Quantity of bleach</u> (must be diluted with the quantity of water indicated in this tableau depending on the concentration [3% to 12%] of the bleach)	<u>Quantity of water</u> Needed depending on the concentration (between 3% and 12%) of the bleach used. 3% to 6% concentration: for household use. 12% concentration: for commercial use. The 12% concentration requires protection for the skin, respiratory tract, and eyes. Concentrations differ depending on the brand.		
	Dilute 3% to 4% in	Dilute 5% to 6% in	Dilute 12% bleach in
5 mL (1 tsp.) of bleach	250 mL (1 cup) of water	500 mL (2 cups) of water	1 L (4 cups) of water
10 mL (2 tsp.) of bleach	500 mL (2 cups) of water	1 L (4 cups) of water	2 L (8 cups) of water
15 mL (1 tbs.) of bleach	750 mL (3 cups) of water	1.5 L (6 cups) of water	3 L of water
30 mL (2 tbs.) of bleach	1.5 L (6 cups) of water	3 L of water	6 L of water
50 mL of bleach	2.5 L of water	5 litres of water	10 L of water
100 mL of bleach	5 L of water	10 L of water	20 L of water
200 mL of bleach	10 L of water	20 L of water	40 L of water
300 mL of bleach	15 L of water	30 L of water	60 L of water

Using a single concentration of bleach and pre-measured templates for the quantities of bleach and water can help avoid errors.

AVOIDING MISTAKES

- Prepare a fresh disinfectant solution daily (record the date).
- If possible:
 - Always use the same concentration of bleach.
 - Prepare templates by marking measures and containers with the required quantities of water and bleach (depending on the concentration used) to prepare the disinfectant solution.

¹ Source: Adapted from the Comité sur les infections nosocomiales du Québec (CINQ), June 2005.