

Caregiver Parlor Instructions

We are happy to be able to welcome you once again to the Institute national de psychiatrie légale Philippe-Pinel to visit your loved ones! However, the circumstances surrounding the current health crisis require us to take certain measures to ensure everyone's safety. We therefore invite you to read the following instructions carefully concerning the visits to your loved one.

Prior to your visit

- Before being able to access the parlor, you will need to be registered as an authorized visitor.
- In **orange zones**, only one visitor at a time is authorized in the parlor, with a maximum of three visitors designated per patient. This list of visitors is fixed and cannot be modified.
In **yellow zones**, two visitors are authorized at a time, and there is limit of designated visitors.
- Children are authorized to attend the visiting parlor. They will need to be able to respect the measures in place, including social distancing. Given the maximum of 2 visitors per patient, only one child, accompanied by a guardian is authorized at this time. The accompanying guardian is responsible for the supervision of the child, and must be willing to put an end to the visit if the child is no longer able to comply with the rules in place. If the mask provided by the institute is too large, children will be required to bring and wear their own mask, which can include non-medical cloth masks. Children aged 5 and under will not be required to wear a mask. It will not be possible to bring personal toys into the parlor. Crayons will be available once inside the parlor.
- To book a visit at the parlor, please reserve via the following website: bit.ly/3yY8LQW (link also available on INPLPP's main website) or call the parlor booking center at 514-648-8461 ext. 2002. Once a parlor date has been reserved, please inform and validate with your loved one. If you need to cancel the appointment, please advise the booking center as soon as possible.

During your visit

- In order to be able to visit a patient, caregivers must not present with symptoms of COVID-19, have recently recovered from the COVID-19 virus, or travelled outside the country within 14 days. You must not be presently under investigation by public health or have received an order to be under quarantine. In addition, caregivers must not have been exposed to a person at moderate or high risk of confirmed COVID-19 in the past 14 days.
- The duration of the evening visits is limited to 45 minutes, and the visits during the day are of 1 hour and 15 minutes. It is important to arrive 15 to 20 minutes before the scheduled parlor visit. The duration of the visit may not be extended in the event of delay in order to ensure a smooth flow of the visiting hours and

due to the hygiene and health measures in force. Visits will not be possible for those who arrive 30 minutes before the end of the scheduled parlor.

- You will be required to wear a mask upon arrival in the visitor parking.
- We ask that you leave your personal effects in your vehicle or at home if travelling by public transportation, in order to limit the handling of lockers, and to avoid additional delays.
- Please do not bring personal belongings to your loved one without first notifying the unit, who will notify the security team. Your authorized visitor number will also be required as well as a personal identification card.
- An employee will welcome you at the triage station. You will be asked screening questions related to COVID-19 to ensure the absence of symptoms. You will be given a new procedural mask. Your personal mask can be placed in the paper bag that will be given to you. You will be asked to sign the visitor registry.
- You must keep the procedural mask in place throughout your visit. It must cover your nose and mouth to be effective.
- You must respect the physical distance of 2 meters at all times as well as all other established infection prevention measures. Failure to follow these measures may result in the visit being refused.
- The vending machines will not be accessible during the visits. It is not possible to bring food from outside or have it delivered.
- Please contact the patient's unit, if within 14 days of your visit, you have symptoms associated with COVID-19 or if you receive a positive result following a screening test.

**** Unfortunately, scheduled visits may be canceled at any time in the event of a virus outbreak at the Institute. *****

We thank you for your collaboration and we wish you a pleasant time with your loved one!

Grounds for removal

The institute may remove your authorization to visit the patient if, without limitation:

- ♣ You are not truthful about your state of health and/or fail to disclose any relevant information about your state of health or any risk factors associated with COVID-19;
- ♣ You or someone you live with present symptoms of COVID-19 or test positive for COVID-19, or present symptoms of any other transmittable infectious disease;
- ♣ You do not comply with the rules set forth in visitor procedure
- ♣ You do not comply with the rules established by the institute with respect to health, hygiene and safety;
- ♣ You interrupt the staff or interfere in the care and services provided by the staff;
- ♣ Your behavior is otherwise detrimental to the proper provision of services to patients or to the safety of the institute;
- ♣ Any new decree or directive prohibits your visits to the patient.

The institute may remove caregivers' authorization if the caregiver visits interfere with the health and safety of the residents.

Signature :	Date :
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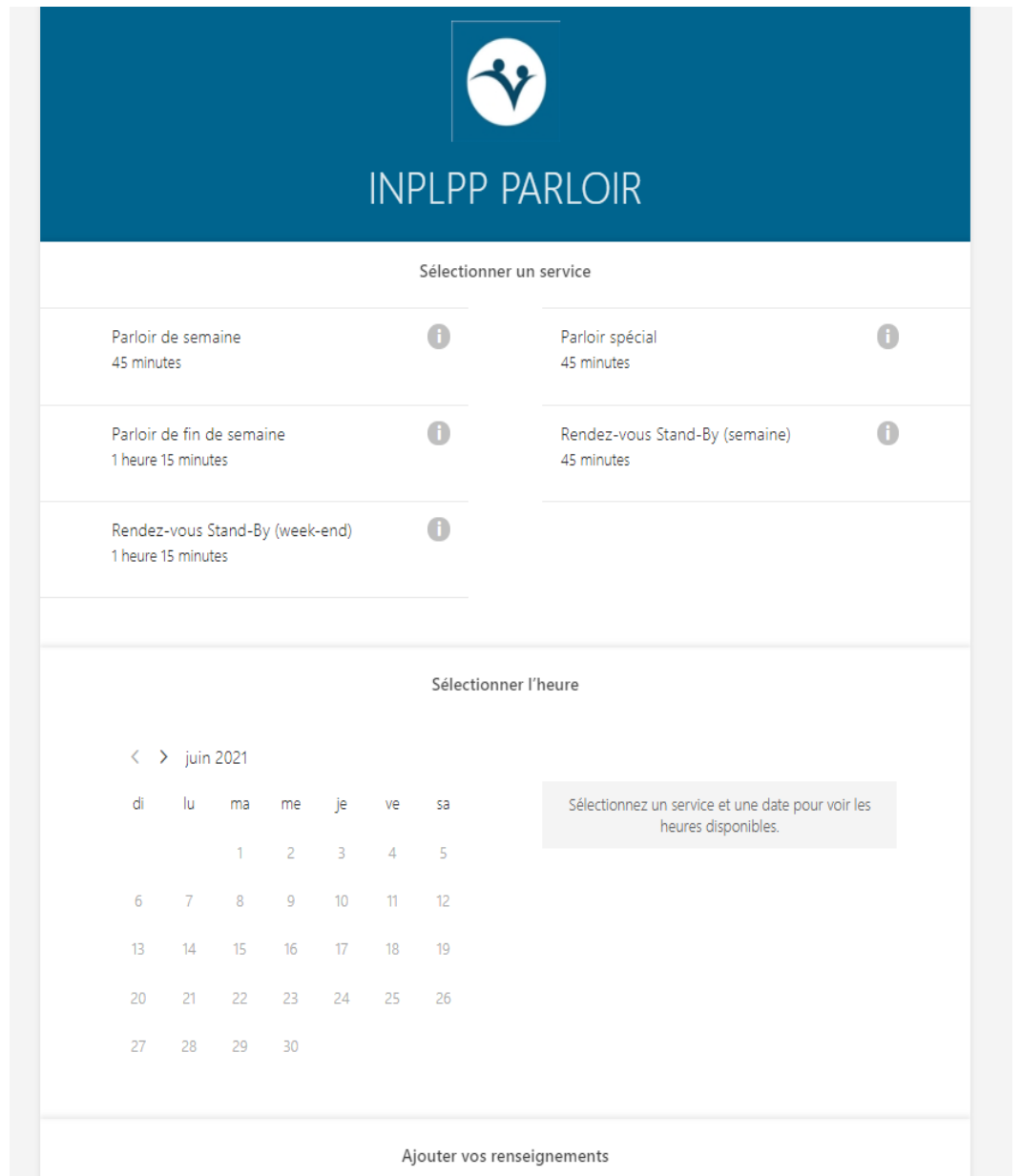
Booking platform user guide for the parlor

In case of problems reserving, please contact the centre de rendez-vous du parloir: 514-648-8461 ext. 2002
parloir.pinel@ssss.gouv.qc.ca

1) Access the following site:






bit.ly/3yY8LQW

This web page will appear and offer you the possibility to reserve your place for an appointment at one of the next parlor.



The screenshot shows the INPLPP PARLOIR booking interface. At the top, there is a blue header with the logo and the text "INPLPP PARLOIR". Below the header, the main content area is divided into two sections: "Sélectionner un service" and "Sélectionner l'heure".

Sélectionner un service

Parloir de semaine 45 minutes		Parloir spécial 45 minutes	
Parloir de fin de semaine 1 heure 15 minutes		Rendez-vous Stand-By (semaine) 45 minutes	
Rendez-vous Stand-By (week-end) 1 heure 15 minutes			

Sélectionner l'heure

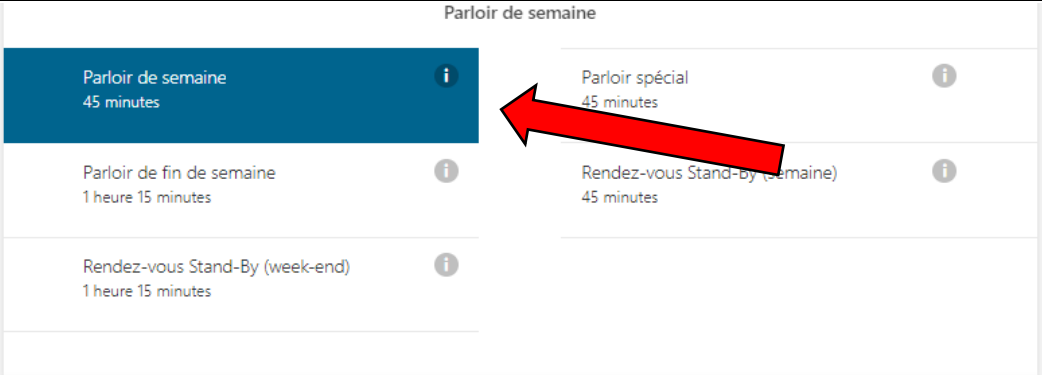

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27	28	29	30			

Sélectionnez un service et une date pour voir les heures disponibles.

Ajouter vos renseignements



<p>2) Select the type of appointment you want to make.</p> <ul style="list-style-type: none"> - Week parlor - Week-end parlor - Special parlor 	
<p>2.1) You can also select to the list of stand-by appointments to be contacted in the event of a last minute cancellation.</p> <ul style="list-style-type: none"> - Stand-By parlor (week) - Stand-By parlor (weekend) 	
<p>3) After selecting the type of appointment, you must answer all the questions and press the 'Réserver' button.</p> <p>You will then receive a confirmation by email.</p>	