



# PARTNERS IN HEALTH

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## Making an Appointment for a COVID Vaccination

*Here's how to make an appointment for a COVID vaccination on the CIUSSS MCQ website*

To make an appointment online follow these steps:

1. Visit [ciusssmcq.ca](https://ciusssmcq.ca)
2. Click on the English button on the top right-hand corner
3. Click on "General Information about COVID"
4. Click on the square that says vaccination appointments or
5. Click on [-vaccination appointments](#) and follow the instructions

If you have difficulty making an appointment online, and no one is available to help, do not hesitate to call us. If needed, you can also get help by calling 1-877-644-4545 (toll-free line from 8 a.m. to 6 p.m. Monday to Friday or 8:30 a.m. to 4:30 p.m. Saturday and Sunday).

Please note that an appointment is mandatory and that the planned order of vaccination in each region must be followed. An individual that accompanies someone who is 85 years of age or older to a vaccination appointment may get the vaccine at the same time if they meet the following criteria:

- They are 70 years of age or older;
- They provide support to their loved one who is over 85 years of age 3 or more days a week.

Only one accompanying person can get vaccinated per person over 85 years of age. They must make an appointment on the registration of the person over 85 (online or over the phone). COVID-19 vaccination is being done in stages and is reserved for people in priority groups for the moment. If you are not part of the group that is being vaccinated, do not call or show up to get vaccinated. You will be informed at the appropriate time when your age group can start making appointments.

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# I Am Vaccinated, What Next?

*Dr. Katherine O'Brien from The World Health Organization (WHO) answers questions related to the COVID-19 vaccine, and COVID-19 immunity, during WHO's Science in 5.*

## **Q: After one has been vaccinated, when does immunity kick in and how long does it last?**

**Dr. O'Brien:** [...] We don't know yet how long immunity lasts from the vaccines that we have at hand right now. We're following people who have received vaccinations to find out whether or not their immune response is durable over time and the length of time for which they're protected against disease.

## **Q: After one has been vaccinated, can one still catch COVID-19 and can one also infect others?**

**Dr. O'Brien:** The clinical trials demonstrated that these vaccines protect people against disease. What we don't know yet from the clinical trials is whether or not the vaccines also protect people from just getting infected with the SARS-CoV-2 virus and whether or not it protects against transmitting to somebody else.

## **Q: Why does one need to continue with the precautions even after vaccination, and how long are we expected to take these precautions?**

**Dr. O'Brien:** We really need to continue these precautions while we're still learning about what the vaccines can do: can they protect against getting infected and transmitting to someone else? And right now, we're in a situation where there's still very broad transmission. In many countries, the transmission is just out of control. [...] The second reason is that the vaccines are in short supply. So we don't have enough vaccines yet out in the community to protect everybody. Those are the reasons why we have to continue the precautions; especially the masking, the physical distancing, the hand washing and not gathering in big groups. For how long we need to continue those interventions; time is going to tell. Once we get broad vaccination coverage in the community, when we know more about what the vaccine can actually do to prevent infection, we can slowly start taking our foot off the peddle of these other interventions and make sure that the transmission doesn't start to escalate again.

Source: WHO's Science in 5 on COVID-19 - I am vaccinated, what next?

# COVID-19 and Health

Many people have been calling 211 Greater Montréal to get information on COVID-19 or to make an appointment with a clinic. It is important to note that 211 cannot answer questions related to your health nor can they make appointments for you with a COVID-19 screening clinic.

## **It is best to call one of these phone numbers instead:**

1. The Québec Government's information hotline on COVID-19 available Monday to Friday from 8:00 a.m. to 6:00 p.m.:  
**1-877-644-4545**
2. Info-Santé: **8-1-1**.
3. Info-Social: **8-1-1, ext. 2**.

*To make an appointment with a clinic, please call 811 first. They will advise and direct you to the best resource.*

Source: 211qc.ca

## COVID-19: Beware of Financial Fraud!

It is important to be extra vigilant during this period of time when there are many cases of financial fraud via text messages and emails.

**Here are the number of reported frauds during the COVID-19 pandemic in Canada, between March 6, 2020 and January 1, 2021:**



If you are a victim of a scam or other fraud, or have information about a scam, report it to the Canadian Anti-Fraud Centre (1-888-495-8501), the Competition Bureau (1-800-348-5358) or the Royal Canadian Mounted Police.

Sources: [lautorite.qc.ca](http://lautorite.qc.ca),  
Table Action Abus Aînés, Mauricie Inc



## Preventing Another COVID-19 Problem: Skin Irritation from Hand Washing

Samuel Hwang, professor and chair of the department of Dermatology at UC Davis Health, shares best practices to help prevent and treat dry skin induced by over-washing.

### Sections of the CIUSSS MCQ Website Translated into English

The CIUSSS MCQ website ([ciusssmcq.ca](http://ciusssmcq.ca)) now has a button at the top right hand of the page that will lead you to information in English. The translation of the site is not word-for-word from the French version but there is some important and relevant information available in English. The information is user-friendly, easy to follow and is listed under the following subtitles:

- General Information on COVID,
- How to find a Doctor,
- Info-santé/Info-social,
- Vaccination,
- Emergency & Critical Care,
- Appointments & Consultations,
- Pregnancy & Newborn,
- Family, Childhood and Youth,
- Independence support (Home care services, Day Centers, Slip and Fall Prevention).

More will be added to the website as the information becomes available in English. In the meantime, if you need help to find information not listed, please don't hesitate to call us. CASE would also like to thank the CIUSSS MCQ and Annie Lavigne for the concern and interest in ensuring that the English-speaking community has access to healthcare information in English.

### Excessive hand washing causing skin irritation

The skin works as a shield protecting the body from germs. Its outermost layer has oils and wax to help maintain the skin's natural moisture. Using soap and constant scrubbing when washing can irritate the skin barrier, leading to the loss of its natural oils. Many soaps contain ingredients that can trigger dermatitis. This is especially a problem for people with sensitive skin, eczema or a history of allergies to cosmetic products. With time, the skin might develop dryness, redness, itching, flaking, and, in some cases, cracks.

### Wash, pat dry, then moisturize

Dry, cracked skin makes it easier for germs to enter the body and cause inflammation. To prevent skin inflammation, Hwang recommends five basic skin-friendly hand hygiene steps:

- 1- Use mild, fragrance-free soap to remove dirt.
- 2- Avoid using too much soap that creates a thick lather.
- 3- Wash with warm, not hot water, for at least 20 seconds.
- 4 Pat the hands dry with a towel.
- 5- Once hands are dry, apply a moisturizer immediately.

“One cannot over moisturize,” Hwang said. “As people cannot avoid hand washing, it is recommended that they use thick hand cream immediately after washing to keep the hands moisturized.”

Hwang also advises people to use creams and ointments instead of lotions. Petroleum jelly (such as Vaseline) is an excellent moisturizer that does not contain skin irritating ingredients such as lanolin and preservatives. They can also use soap rich in moisturizing ingredients such as avocado oil, shea butter and coconut oil. If the dermatitis gets really bad, a dermatologist may have to prescribe a steroid ointment to reduce the inflammation.

# Upcoming Events

Every Thursday from  
March 4th - 25th - 7:30 - 8:30 p.m.

## YIN YOGA SERIES WITH EVELYNE DELATRI

Join us on Zoom for our Yin Yoga Series with yoga instructor, Evelyne Delatri! Yin yoga is a form of gentle yoga that helps increase mobility, improves joint health and organ functions, quiets the mind and helps release stress.

*Registration required.*

Contact Audrey at  
casemcq.coordinator@gmail.com.

## March 9 & 23 - 7:30 - 8:30 p.m. MEDITATION HOUR WITH RAFAELLE MACKAY

Join us for our Meditation Hour with instructor, Rafaella Mackay. Rafaella will be offering a guided meditation based on a system called Yoga Nidra, which helps bring more awareness to the body and breath.

*Registration required.*

Contact Audrey at  
casemcq.coordinator@gmail.com.

**Keep an eye on our website and Facebook page for more exciting online events!**



## Filing a Complaint

*Wondering how to file a complaint? Éducaloi is there to help you out.*

What is Éducaloi? Éducaloi is a CASE partner and is a charitable organization whose main mission is to clearly communicate, inform and educate the Quebec public with the law, their rights and responsibilities.

For instance, the Éducaloi website can inform you about filing a complaint when you feel that a public health or social service institution has violated your rights, which includes your right to receive services in English, receiving safe and appropriate care, be treated with respect and more. Institutions include, hospitals, CLCS, CHSLDs, senior residences, child and youth protective services etc.

In most cases, you can file a complaint with the service quality and complaints commissioner in your region. Call 1-877-644-4545 to ask about filing your complaint.

To learn more about the procedures you can enter the following link: <https://educaloi.qc.ca/en/capsules/filing-a-complaint-about-health-or-social-services/>. You can also visit the CIUSSS-MCQ website: <https://ciusssmcq.ca/> and click on the English button. Scroll down to the bottom of the page to the caption, Filing a Complaint.

Our office also has many useful and clear Éducaloi pamphlets and we are happy to help and direct you.



## CASE Photo Contest

CASE is launching a Photo Contest to help you "Beat the Winter Blues!" Show us what you and your family do to stay active, get outside and beat the Winter blues during the Winter season, and you could win a \$50 gift card to Sports Experts!

**Here's how you can enter in the contest:**

- 1- Post a photo of an outdoor family activity on Facebook,
- 2- Tag CASE in your post and follow us on Facebook ([facebook.com/casemcq](https://facebook.com/casemcq))
- 3- Include what town you are from in the description of the photo. You must be from the MCQ region in order to be eligible to win the \$50 gift card.

**The deadline to enter the contest is Monday, March 15th at 5:00 p.m. The winner will be selected randomly by wheelofnames.com and announced LIVE on our Facebook page on Tuesday, March 16th at 2:00 p.m.**