

Monday december 14

Les Résidences Soleil Manoir St-Laurent

Subject: A confirmed and recovered COVID-19 case



Dear residents,

For the sake of transparency, we would like to inform you that a resident of our establishment has tested positive for COVID-19. **This resident has completed his entire isolation at the hospital and is now officially recovered according to Public Health.** The resident is now back on the 9th floor, which is the treatment floor.

Rest assured, following our investigation, we had already traced all the possible contacts and they are currently in isolation. Anyone who has had moderate or high risk contact has already been contacted, isolated and screened. They have all tested negative so far, but we are monitoring their condition closely until the end of their isolation.

Rest assured, if you have not received a call or a visit from us, it means that you have not been in close contact with this resident and that you have not been exposed to sufficient risk.

Good news, only the 9th floor is targeted by containment, and it is fully coded and secure. We do not have the authorization to give you more details on the identity of this resident since this information is of a confidential nature.

We have therefore activated our case management protocol, activated our COVID crisis unit and reinforced all our checkpoints.

We have also already disinfected all of the risk areas in the residence and we will continue to work tirelessly to prevent the spread of the virus in our home!

Thank your dedicated employees if you get the chance. ♥

In addition, we are in communication with *Public Health* and in a transparent manner, we will keep you informed immediately if the situation evolves or if we need to apply new directives concerning life inside the residence.

We understand that this news may worry you, but rest assured: we are doing everything possible and we are dedicated to protecting you.

Since your health and safety are our priorities, we remind you of the preventive measures to follow to protect yourself from the virus:

- Wearing a face cover or mask is mandatory at all times, upon leaving your apartment.
- Wash your hands frequently.
- Do not exchange items with other people or residents without first disinfecting them.
- Distance of 2 meters from any person, at all times.
- Cough and sneeze into your elbow, or use a tissue.
- In addition, it is your duty to monitor your symptoms every day and to notify us immediately via your apartment intercom if you are in doubt. The healthcare team will come to validate your symptoms.

Please remind your loved ones that in order to keep abreast of the situation and instructions in our residences, our *Family Newsletter* is the main communication channel we will use. Invite them to register through our website as it is important to unblock the residence telephone line which must be available for urgent situations.

Obviously, the families whose resident is affected by isolation or sufficient risk have all been contacted and if the situation of their loved one changes they will be contacted individually by telephone.

To conclude, dear residents, have no fear, the situation is under control. In the meantime, if you have any concerns, please do not hesitate to contact the receptionist.

The pandemic is not over, let's redouble our vigilance and all together, it will be fine!

-The Management ☀