

Monday January 14, 2021

Les Résidences soleil Manoir Mont St-Hilaire

Subject: One (1) controlled 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. The good news is that this resident had already been in isolation for several days in his apartment. We do not have the authorization to give you more details about his identity since this information is confidential, but rest assured: he is fine and if there is a change, she will be transported safely to the Hospital. Following our investigation, we have found the source and can confirm that the virus was not contracted by a resident or employee inside the residence. Rappelons qu'après 11 mois de pandémie mondiale, il s'agit de notre premier cas à la résidence. Ce qui est un exploit extraordinaire dont nous pouvons tous être fiers.

We immediately activated our case management protocol, activated our COVID crisis unit and reinforced all of our checkpoints. Our investigation has already been carried out in order to identify the residents and employees who have been in contact with this resident. Anyone who has had a contact representing a moderate or high risk has already been contacted, isolated and will be detected as soon as possible. **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.**

We understand that this news may worry you, but rest assured: we are doing everything possible and we are dedicated to protecting you. We have also already disinfected all of the high-risk areas in the residence and we will continue to work tirelessly to prevent the spread of the virus here! Thank your dedicated employees if you have the opportunity. ♥

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.
- 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 also 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.

To conclude, dear residents, have no fear, we will notify you if the situation changes. In the meantime, if you have any concerns, please do not hesitate to contact the receptionist.

Let's be vigilant, let's continue to protect ourselves, but above all, let's stay positive!

- The Management ☀