

Monday December 14 2020

Les Résidences Soleil Manoir du Musée

Subject : A controlled COVID-19 case



Dear residents,

For the sake of transparency, we would like to inform you that a resident of our establishment tested positive for COVID-19 during her stay in the hospital. This resident was of course immediately placed in segregation in her apartment until her full recovery, as was her partner who lives in the same apartment. He received a negative screening result, but must still complete his isolation.

We do not have the authorization to give you more details on the identity of these residents since this information is of a confidential nature, but rest assured: she is asymptomatic, she is doing well, her condition is stable and if there is any change she will be immediately transported safely to the hospital. The virus is believed to have been contracted following a hospital appointment. It would therefore not have been contracted at the residence.

We have therefore activated our case management protocol, activated our COVID crisis unit and reinforced all 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 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 regular communication with *Public Health* which validates each step and we work in close collaboration. In a transparent manner, we will keep you informed immediately if the situation evolves or if we need to apply new guidelines 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.
- 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, if the situation evolves, we will keep you informed. In the meantime, if you have any concerns, please do not hesitate to contact the receptionist.

The second wave has arrived, let's redouble our vigilance and all together, it will be fine!

- The Management ✨