

Monday December 14 2020

Les Résidences Soleil Manoir Granby

Subject: Confirmed COVID-19 outbreak



Dear residents,

In a transparent manner, we would like to inform you that several residents of our establishment have just received a positive result for the COVID-19 test. These residents currently all live in our care unit *UPSoleil*, fully coded and secure. We do not have the authorization to confirm the identity of these residents since this information is confidential, but rest assured: they are doing well and their condition is stable.

We have activated our case management protocol, activated our COVID crisis unit and strengthened all of our checkpoints.

Fortunately, following our joint investigation with *Public Health*, we know that the contamination is currently maintained only in the UPS. Anyone who has had moderate or high risk contact has already been contacted, isolated and screened. **Rest assured, if you have not received a call or a visit from us, it is because you have not had contact or exposure to sufficient risk.** The families concerned have also all been contacted.

In the autonomous section, for the moment, the cleaning, bedding and meals in the dining room are maintained. We have already reviewed the work organization and dedicated staff to each area in order to avoid the spread in the autonomous section. Considering that part of the healthcare team also had to be preventively isolated and that our UP requires a lot of resources, we will have to reduce care and services to essentials during the outbreak. Everyone will obviously be contacted and consulted beforehand.

The disinfection of all risky areas in the residence has already been carried out and we are increasing the frequency of frequently touched areas.

It is your duty to monitor your symptoms daily and to notify us immediately via your apartment intercom if you are in any 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.

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

Despite the magnitude of this announcement, have no fear:

- The situation is under control.
- Our dedicated teams are loyal to the job to protect you.
- All employees are trained according to best practices.
- We are well surrounded and supported by Public Health, the CIUSSS and the Résidences Soleil family.
- Our protocols and measures in place have received many praise from infection prevention and control experts.
- We have sufficient protective equipment and disinfectant.
- We can count on your compliance with the directives.
- We will do everything to ensure that the magic of Christmas shines in the residence!

We work in close collaboration with *Public Health*. We will keep you informed if the situation evolves or if we need to apply new guidelines regarding living inside the residence.

If you have any concerns, please do not hesitate to contact the receptionist.

-The Management ♥