

Tuesday February 2, 2021

Les Résidences Soleil Manoir Plaza

Subject: Confirmed COVID-19 outbreak



Dear residents,

In a transparent manner, we would like to inform you that several residents of our establishment have received a positive result for the COVID-19 test following the massive screening carried out on January 27. These residents were of course immediately placed in isolation in their apartments until their full recovery. We are not authorized to give you more details on their identity since this information is confidential in nature, but rest assured: they are doing well, their condition is stable and in the event of a change they will be immediately transported in a safe manner to the Hospital.

Fortunately, thanks to our well-organized and very strict bubble concepts as well as our proactive investigation, we have obtained the agreement of Public Health so that only residents who are part of the contact bubbles of these positive residents are placed in isolation. **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.** Obviously, families where a resident is affected by isolation or any sufficient risk have all been contacted.

At the request of *Public Health*, as a preventive measure, another massive screening will be carried out this Wednesday, February 3 to quickly identify if other residents are carrying the virus and asymptomatic in order to limit the spread of the virus in the residence.

However, we have good news for you: we have received **confirmation from the CIUSSS in the region that all of our residents will receive the 1st dose of the vaccine over the next two weeks**. We are currently awaiting a specific date, obviously subject to the scheduled vaccine delivery not meeting a deadline. Another good news is that we have reached a record participation rate for the vaccination of residents! We

will keep you informed as soon as we receive a confirmation regarding the vaccination dates.

We remind you that 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 use the *symptom self-monitoring chart* you received to record your temperature daily.

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. In the meantime, or if you have any concerns, please do not hesitate to contact the receptionist.

- The Management ♥