

Main symptoms of COVID-19

To watch out for, even if you are fully vaccinated:

- Fever (mouth: 37.8 ° C or 100 ° F and above)
- New or worsening of a dry cough
- Sore throat, tingling throat
- Breathing difficulties or shortness of breath
- Sudden loss of smell or loss of taste
- Headache
- Intense fatigue
- Diarrhea
- Muscle pain, stiffness
- Feeling of tightness or pain in the chest
- Conjunctivite
- Ear pain
- Rash, or discoloration of the fingers or toes
- Dizziness, confusion, decline in autonomy
- Loss of speech or motor skills
- Significant loss of appetite

If you have been in contact with the virus, on average it takes 5 to 10 days for symptoms to appear, but it can take up to 14 days.

If you **suspect**, have **even a single symptom**, or **have had a risky contact**, it is your duty to remain in your apartment and to notify us with your intercom immediately. The healthcare team will come to validate, reassure you and, if necessary, offer you a free screening test. We are here to take care of you, contact us immediately and do not endanger the health of others. ♥



Provincial Echo COVID prevention - December 23, 2021

Dear residents,

As you have noticed, over the past week, we have been experiencing a dramatic increase in the number of COVID-19 cases in the community, in Quebec and around the world, due to the emergence of the Omicron variant. Our government announces daily numerous measures to limit the spread of the virus and protect us. We therefore ask again for your understanding, your collaboration and your extreme vigilance in order to go through the holiday season together. Please limit your contacts and outings to the essentials as much as possible and respect the protocols in place in each space.

In this guide you will find:

- Updating data
- Visitors instructions
- Exit instructions
- Rapid screening
- Locker in the dining room
- Measures at residence
- Eye protection mask
- Effective hand washing
- Symptoms to watch out for
- Ideas for celebrating safely during the holidays

The instructions in this guide may change at any time, depending on how the situation evolves, ministry direction, or if the home is affected by an outbreak.

We sincerely thank you for respecting these preventive measures.

Happy holiday season everyone!

COVID Data Update - December 23, 2021

As of December 22, 2021, Quebec has 41,807 known active cases of COVID, including nearly 9,397 new only on December 22. There are currently 95,176 active cases in Canada and 269,963,859 active cases worldwide.

In all of our Sun Residences in Quebec, we were over 7 months without any cases. Inevitably, with over 7,000 residents, all their relatives and nearly 2,000 employees, the abundance of community contamination has reached us. We currently have 3 positive residents across Quebec. **Each of its sources comes from external contamination by a loved one (their child).** Fortunately, thanks to all the measures in place in our residences, these cases have not currently caused an outbreak. We must nevertheless remain extremely vigilant. Note that nearly 60% of schools in Quebec reported an outbreak or at least one case two days ago.

The INSPQ confirms that the Omicron variant is now dominant in Quebec and estimates its predominance at around 80%. The situation changed very quickly and the Omicron variant is of great concern as it spreads extremely faster so it is much more transmissible. In comparison with the Delta variant, its doubling time is estimated to be 1.5 to 3 days. In addition, there are some immune escapes, that is to say that some seem to have partial resistance to the antibodies induced by vaccination or by a previous infection with COVID. However, we note that people who have had their 3rd dose generally do better, and are less likely to be hospitalized, even if they are elderly.

Effective hand washing

For effective hand washing, wet your hands in hot water, take soap and rub your hands for a minimum of 20 seconds by performing the following steps:



1. Rub your palms together
2. Rub between your fingers and each finger individually
3. Don't forget the thumbs
4. Rub your fingernails in the palm of your opposite hand
5. Rub the tops of both hands
6. Rub down to your wrists

You can also use an antibacterial gel or foam solution by repeating these same steps. Frequent hand washing is a great way to protect yourself from the virus!

Hands should be washed as often as possible, but above all :

- Before touching your face (eyes, mouth, nose)
- After coughing, sneezing or blowing your nose
- After going to the bathroom
- If your hands are dirty or after touching something dirty
- Before and after having treated or helped a loved one
- Before and after preparing the meal
- Before and after eating
- Before and after going to a public place



Mask wearing advice

How to put on the mask properly?

1. Wash your hands with warm water and soap or hand sanitizer.
2. Take the mask by the rubber bands.
3. Pass them behind the ears.
 - a. If it's too big, cross the ropes or tie a knot.
4. Stretch the mask to cover your nose, mouth and chin.
5. Shape the nose clip to the shape of the nose.
6. Disinfect your hands again.
7. Avoid touching your mask while wearing it.



How to properly remove your mask?

1. Wash your hands with warm water and soap or hand sanitizer.
2. Remove it with the rubber bands.
3. For a disposable mask, throw it in a trash can.
4. Rewash or sanitize your hands.

Warning!

Wash your hands **BEFORE** touching your face, especially if you must touch your eyes, nose or mouth



Rapid screening at home

Dear residents, we are happy to confirm that **we offer you the rapid screening service free of charge if you have any symptoms.**

So you don't have to try to get drug tests at a pharmacy, we offer this service free of charge. Your healthcare team has been trained to perform these tests and analysis correctly and safely.

If you suspect you have a symptom, please stay in your apartment and notify us via your intercom. The healthcare team will come quickly to validate your symptoms, and offer a free rapid screening for you.

If your result is negative, the team will reassure you. If your result is positive, we will be at your side to ensure your recovery, validate to help a 2nd PCR screening and activate our case management unit.

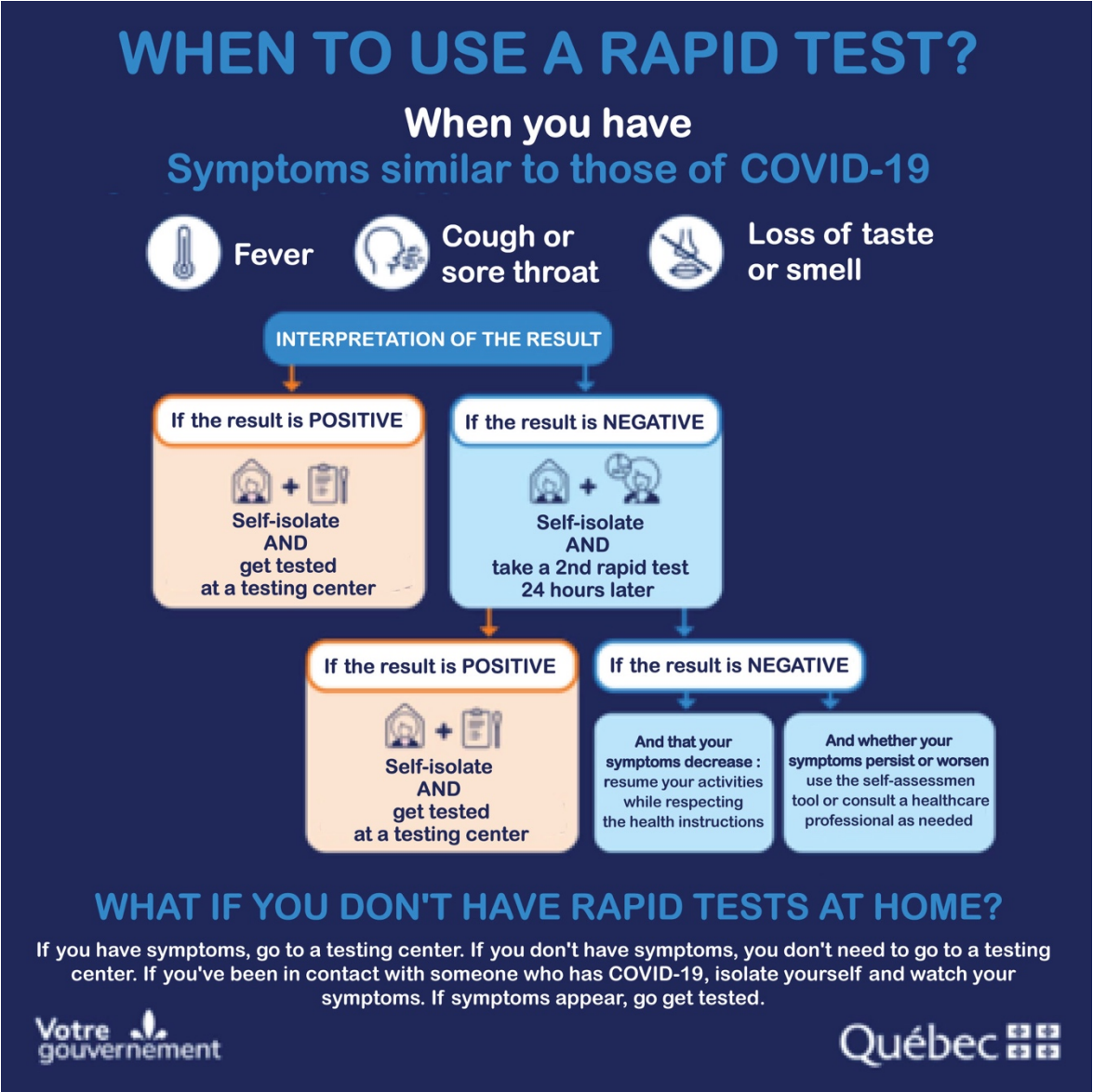


We remind you that COVID-19 is a notifiable disease, which means that if you or one of your visitors tests positive, or learns to have been in contact with a positive person, it is obligatory to you isolate and notify us immediately.

In addition, we reassure you, even if public health is currently overwhelmed to carry out investigations, epidemiological investigations and screening in Quebec, our team at the residence is trained and supported by our Résidences Soleil provincial crisis unit 24/7. So on our side we have no stake in the residency.

Fast and free screening at the residence

Contact the healthcare team via your intercom as soon as you suspect you have a symptom.



Eye protection and procedure mask

We are now reapplying eye protection for all of our employees at all times. If you must entertain, have contact, or go out for errands, we also recommend that you wear your eye protection in addition to wearing a procedural mask. Especially since we already gave you eye protection as a gift last summer to all of our residents. Eye protection is not mandatory, **but the procedural mask is mandatory at all times** everywhere:

- As soon as you leave your apartment to move around the corridor, elevators and enjoy the activities.
- When you receive a visitor in your apartment.
- When someone enters your apartment, include the team.
- When you receive treatment.
- In the dining room, except when eating or drinking.

Face covers are no longer allowed in RPA. **Procedural masks are available free of charge at reception** and in certain common areas of the residence. Take care to change your mask at least every day. **Avoid reusing it.** Change it immediately if it gets wet, dirty, or broken. Avoid crushing it and dragging it hanging on your arm, purse, car. Let us remember that this one will go directly in our face therefore the most favorable place to be contaminated. Avoid touching the fabric of your mask when wearing it. Wear it perfectly: not under the nose, and you should never lower it to speak. A perfectly fitting mask should cover your nose, mouth and chin.

Always disinfect your hands before touching your mask or bringing your hands to your face.

Lockers in the dining room

Due to the increase in transmission and the variant in the community, the Ministry wishes to reiterate these instructions:



- **The procedural mask is mandatory at all times, except when eating and drinking.**
- Keep your mask until the service of your flat cabaret.
- Put it back on at the end of the meal, even if you are still seated.
- We ask that you keep the same small group of friends to limit your contact during the holidays.
- Hand disinfection is mandatory when entering and leaving the dining room.
- Stay in your apartment and let us know if you have any symptoms.
- Unfortunately, visitors and families are currently prohibited by the MSSS in dining rooms and common areas in all RPAs in Quebec.



Non-respect and verbal abuse

By virtue of our zero tolerance policy and the residence's code of ethics, we would like to remind you that respect for others (residents and employees) is essential, whether in actions or words. We reserve the right to refuse to serve in the dining room those who do not. In this case, these people will be delivered to their apartment at their expense. Let's pay attention to the people around us and the climate we all want to keep pleasant. We cannot control everything that happens in our life or government measures, but we can control how we see each day and our reactions! Remember that happiness is above all a way of seeing things, it comes from our own attitude.

Instructions to share with your guests

Since December 20, 2021, common areas and dining rooms in RPA are prohibited to visitors by the MSSS. As a result, the safest way with the most checkpoints to reunite as a family and share a meal is no longer an option, as we must ban and cancel all family reservations in our dining rooms. As a family business, it breaks our hearts to have to ask you **to limit as much as possible and even postpone your physical meetings until the situation in Quebec improves** since with the current level of transmission, go out for reuniting with your family or entertaining in your apartment would be 8x more at risk.

Instructions, if despite everything you receive guests in your apartment:

- 2 visitors from the same bubble, per day. Our government asks you for a maximum meeting.
- Vaccination passport compulsory.
- Look out for symptoms before planning your visit.
- Always validate before the visit, contacts at risk and emerging school.
- Follow the reception protocol (questionnaire, hygiene, lookout).
- Wearing of the mandatory procedure mask at all times.
- 2 meters away at all times, including in the apartment.
- Rigorous disinfection of the hands: entrance, elevator, room, sharing ...
- Common space and dining room prohibited.
- We strongly recommend that you ask your loved one to take a rapid screening test a few minutes beforehand.
 - o The result is only 50-70% reliable if they have no symptoms, but it is still a good additional measure.



Instructions to share with your guests

As of December 23, the number of visitors is reduced to two people, per apartment. This virus contracts and feeds on contacts. We do everything to keep the residence one of the safest places, but we need your cooperation regarding your guests and your outings.

MEASURES IN PRIVATE SENIORS' RESIDENCES

From December 23

- ✓ The vaccination passport is mandatory to visit a loved one in a living environment.



FROM 23 TO 25 DECEMBER

- ✓ a maximum of 2 people at a time per day is allowed, for a number of 4 people per day.
 - In the event of an outbreak, only caregivers can visit a loved one.

From December 26

- ✓ A maximum of 2 people at a time per day is allowed, for a maximum of 2 people per day.
 - In the event of an outbreak, only caregivers can visit a loved one.

[Québec.ca/coronavirus](https://quebec.ca/coronavirus)



The holiday season at the residence

As you have noticed, at the residence our checkpoints have been reinforced, a distance of 2 meters has been reapplied in all common areas. The dining room is also being rearranged in order to respect 2m of distance, a memo will be given to you to inform you of the changes. While respecting our preventive protocols, we will have among other things during the holidays:

- A distribution of surprises to the apartments.
- A musical and festive atmosphere during meals
- Special menus for Christmas and New Year's Day
- A musical household under the holiday atmosphere
- Special events to consult in the Calendar of activities, in your Echo de la resident journal.



Meeting between residents

It is not recommended to receive your resident friends in your apartment. However, if you are alone, understand the risks and want to receive a friend, you must respect a single bubble to limit contact.

Encouragement

We invite you to decorate and stick one or more words of encouragement on the door of your apartment, for the attention of the dedicated team of the residence or to spread the happiness of the residents. Your gratitude will make all the difference and will certainly brighten up their holiday season.



Ideas & alternatives to holiday shopping

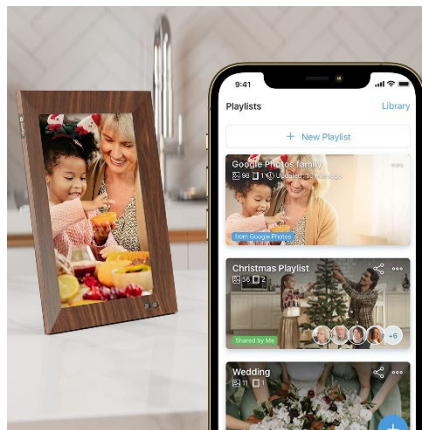
As the purchase of gifts is more complex and risky this year, we invite you to think about new alternatives if you want to give a little something to your loved ones. Here is a list to give you some ideas:

- Offer good home-cooked meals as a gift.
- Offer a homemade confection (souvenir, painting, knitting, sweets, etc.).
- Give a gift of money in a Christmas card that you make yourself, or personalized with a nice thought.
- Shop online, have direct delivery or pick-up your vehicle.
- Ask your family to do your holiday shopping online.
- Buying clothes at the home crafts club or Bazaar.
- Create a souvenir family photo album, a "scrapbook", a digital photo frame.
- Write a personalized letter or postcard to your loved ones. Tell them how much you love them, those words will be forever!

Contest!

Send us a photo or video illustrating your safe way of celebrating this year with your family with one of our residents by January 2, 2022, via: info@residencessoleil.ca Run the chance to win a photo frame showing the photos that you can send daily via your phone (value \$ 190).

A wonderful gift for all grandparents who want to see the daily life and the evolution of their grand and great grandchildren. ♥



Ideas & alternatives to holiday shopping

- Be aware that **by entering you become one of the major risk vectors** for our living environment and our residents who are more vulnerable and fragile in the face of this virus.
- Limit your contact and travel and apply good hygiene practices in your daily life, at least 14 days before.
- Self-monitor your symptoms daily. Notify us as soon as you suspect a symptom and postpone your visit.
- We encourage you to bring clean clothes and your protective equipment to change when you arrive and a bag to put your clothes worn in the community.
- Avoid bringing non-essential items from home.
- Ask yourself if your visit is essential.

Visitors - in the apartment you must:

- Go first to the bathroom to wash your hands.
- Wear the mask on both sides (P.A. and resident) and throughout the visit.
- Maintain 2m distance at all times, except in a treatment situation.
- Our team is available to refresh your training on preventive practices to adopt in a care situation.
- Avoid hugs, go for: a mimed or flown bizou, an elbow greeting, a mimic hug, or use your own words to emphasize how much you love and appreciate your loved one.
- Be aware that you may be carrying the virus and not even know it. Be extremely vigilant, protect your loved one.
- Regularly clean and disinfect affected surfaces and objects.
- If you have a question or need, contact reception via the intercom in the apartment.

Instructions for outings and family gatherings

Prioritize your health and everyone's safety by opting for remote meetings and festivities with your families and loved ones.

ADDITIONAL MEASURES

FROM DECEMBER 26

PRIVATE GATHERINGS
(in homes, tourist accommodation units and rented rooms)

✓ **6 people maximum**
(or occupants of 2 residences)
Exception for wedding receptions and funerals, limited to 25 people

RESTAURANTS

✓ **Table capacity limited to 6 people**
(or occupants of 2 residences)

[Québec.ca/coronavirus](https://quebec.ca/coronavirus)





When returning from an outing, if you have been in contact with a person at risk (symptomatic, a traveler, a person awaiting a result or a positive person), you are required to tell us. Thus, we will be able to monitor your symptoms, your state of health, take care of care and offer you free on-site screenings.

Ideas to celebrate Christmas differently

Here are some ideas for celebrating safe with your loved ones this year:

- This meeting remotely, without contact
- by videoconference or over the phone
- deliver an electronic tablet (gift or temporary sharing)
- reserve a time slot from the residence tablet
- Invite your loved ones to share simultaneously: a brunch, a lunch, a supper, a 5 @ 7, New Year's Eve, the Happy New Year count, etc.
- Play a game by videoconference: Who am I?, Riddle word on the forehead, Draw me a picture, Karaoke in screen sharing.
- Go for a family walk outside (with respect to distance).
- Leave the video tablet running to experience beautiful moments from a distance, such as: decorating the tree, preparing Santa's milk and cookies, the little elves, cooking your family recipes together, reading a story for your friends. grandchildren, a craft, a souvenir photo montage, waking up when Santa Claus is by.
- Send or deliver your gifts and unpack simultaneously or live.
- Record a video and ask us to show it to your receiver (name, residence and apartment #): info@residencessoleil.ca
- Meeting to greet each other from the balcony, from a window, from the street.
- Put off until a little later, as soon as the level of community contagions drops again.

