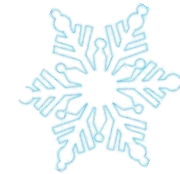


## **Holiday Season Guide during the Pandemic COVID-19**

Version #4 – updated : 29/12/2020



### **Les Résidences Soleil**

To the attention of our residents, employees, caregivers, families and all other members of the Résidences Soleil's extended family.



These instructions may change at any time, depending on changing circumstances, ministry guidelines, or if the residence is affected by an outbreak.



Dear members of the Résidences Soleil family,

This year, the holidays will be very different, but despite all the preventive measures, we are making every effort to bring the magic of Christmas to the residence!

This historic year was a difficult one for all of us! We sincerely thank you for your contribution, for being understanding, vigilant and resilient. Your support makes all the difference, because to keep our environment, our seniors and our employees healthy and safe, we need the contribution of each and every one of you.

Let's keep our spirits up and try to enjoy the holiday season in spite of everything.

Guide V.4 - 29/12/2020, see updates on pages : 11 and 12.

Our apologies for these numerous updates, they are caused by the late receipt of several government directives.

#### **In this little guide, you will find:**

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## Holiday season at the residence



While respecting our preventive protocols, during the holiday season we will have, among other measures:

- A surprise distribution by Santa Claus and the elves of the residence.
  - Floor by floor, they will pass in front of your apartments to feast with you.
  - You will also receive our greeting card, your 2021 recognition programs, your new pin, your 2021 calendar and little surprises.
- A musical and festive atmosphere during the meals
- Special menus for Christmas and New Year's Day
- A musical household in the holiday atmosphere
- A competition to decorate apartment doors and balconies
- And many special events to consult in your Calendar of Activities, available in your newspaper, Echo of the residence, and on our website.

### Resident meeting

It is not recommended to receive your resident friends in your apartment. However, if you are alone, understand the risks and wish to receive a friend, you must respect your 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 other residents. Your gratitude will make all the difference and will certainly brighten up their holiday season.

## Ideas to celebrate Christmas in a different way

Rather than putting Christmas off, let's try something new, there are countless alternatives to celebrate differently:



- Meeting remotely, without contact.
  - by videoconference (Zoom, FaceTime, Duo, Messenger, Skype)
  - on the phone
  - deliver an electronic tablet (gift or temporary sharing)
  - reserve a time slot on the residence tablet.
- Invite your loved ones to share simultaneously: a brunch, a lunch, a dinner, a 5@7, New Year's Eve, the Happy New Year countdown, etc.
- Play Who am I, Riddle with a word on my forehead, Draw me a picture, Karaoke with screen sharing and YouTube by videoconference.
- Go for a family walk outside
- Leave the video tablet on to live beautiful moments remotely such as: the children decorating the tree, the preparation of the glass of milk and cookies for Santa Claus, little tricks from the mischievous elf, cook together your family recipes, read a story for your grandchildren, make a craft, a photo montage of family memories, live the magical awakening of the 25th as the children will discover if Santa Claus has passed...
- Send or deliver your gifts in advance and specify a time to unwrap them simultaneously or live.
- Record a video and ask us to show it to your loved one. Don't forget to include the name of the residence and the apartment number: [info@residencessoleil.ca](mailto:info@residencessoleil.ca)
- Appointment to greet each other from the balcony, from a window, from the street, etc.

## Holiday Shopping Ideas & Alternatives

Since buying gifts is more complex and risky this year, we invite you to think about new alternatives if you want to offer a little something to your loved ones. We have put together a short list to give you some ideas:



- Offer as a gift good home-cooked meals.
- Offer a home-made confection (souvenir, painting, knitting, small special attention, etc.).
- Offer an amount of money in a Christmas card that you will have made yourself, or personalized with a beautiful thought.
- Store online or self-picking.
- Prepare a list and ask a family member to do your holiday shopping online.
- Encourage residents by buying confections at the craft club or the Home Bazaar.
- Create a family souvenir photo album, scrapbook, digital photo frame.
- Write a beautiful personalized letter or postcard to your loved ones.

*Many people today have never had the pleasure of receiving handwritten correspondence in the mail. Handwritten letters have become so rare, but they represent precious memories to be kept, cherished and reread.*

Tell your loved ones how much you love them, these words will last forever!

## Gift Delivery



- Plan to wrap your gift at home at least 72 hours before delivery.
  - If your packaging is disinfected, it can be:
    - delivered directly or
    - delivered by Santa Claus or his elves from the residence.
  - If the packaging is not disinfected, plan a delivery at least 3 days before the desired opening date of the gift, as it will have to be quarantined for 72 hours.
- Your delivery must be:
  - in a closed package,
  - disinfected or must have already completed its quarantine,
  - in opaque packaging,
  - well identified with the name and number of the apartment.
- Authorized caregivers may deliver their gifts themselves, as long as they follow these same instructions.

### The virus could be present up to:

- 24 hours on cardboard
- 48 hours (2 days) on stainless steel
- 72 hours (3 days) on plastic.

### A useful gift

This year, offering a digital tablet or lending a version you no longer use is the gift idea that will probably be the most useful. In addition to making it easier for you to stay in touch, you can suggest many courses, exercises, cognitive and intellectual stimulation and games.

## Preventive period of 14 days to limit transmission

In spite of all our efforts to raise awareness, we anticipate a high increase in contacts during the holidays, due to the influx of visits from caregivers and outings to join a family bubble.

As a precautionary measure, we have decided to impose 14 days of prevention in the hope of being unaffected by this wave of transmission.



### From December 27th to January 9th:

- We will reduce our contacts by stopping the activities organized in bubble concept.
- You will receive a self-monitoring grid so that you can validate and note your temperature and the appearance of a symptom on a daily basis.
- We ask EVERYBODY to limit your contacts and movements as much as possible.
- The common areas will remain open\* for individual activities, respecting the security protocol in place in each of these rooms.
- The dining room will remain open\*, with a nice atmosphere, during all meals since everything is organized according to the best preventive protocols. This is also essential to avoid isolation and physical, social and cognitive deconditioning.
- However, if you choose the delivery of your meals at your apartment, it will be offered to you, free of charge. Please notify us in advance.

The activities organized in bubbles will resume as of January 10-11.\*

\* If there is not an outbreak in the residence at that time.

## Visits to the residence / Ministry Directives



- Visitors are prohibited at all times in the red zone.
  - It will be possible for families to reserve a time slot at the *Non-Contact Safe Parlor* in some of our residences. Ask the receptionists for more information.
- Only significant family caregivers authorized by management can visit.
  - Only one caregiver authorized at a time, maximum of 1 caregiver/day.
  - The caregiver have access only to the apartment, common areas are forbidden.
  - Wearing a mask is mandatory for the caregiver and the resident, and must be maintained at all times in the apartment!
  - Maintain a distance of 2 meters at all times (approximately 6 feet), except in an assistance situation.
  - The authorization of the Management, as well as a 2nd training is mandatory to visit a resident in isolation.
  - If you have any of the symptoms identified on page 13, have been in contact with a symptomatic person, have been in contact with a suspected or positive person, a traveler or have recently traveled yourself, you are prohibited from visiting your loved one at the residence and you must notify us immediately. It is your duty to protect your loved one and your duty as a citizen.
- To become an authorized caregiver or to visit a single person, visit the COVID page on our website.  
You will also find a Question and Answer section:  
[www.residencessoleil.ca/nouvelles/coronavirus-covid-19](http://www.residencessoleil.ca/nouvelles/coronavirus-covid-19)

\*P.A. = caregiver

# Visits to the residence / Best Practices



## Before accessing the residence, you must:

- Be aware that by entering you become an important risk vector for our environment, hosting a clientele whose average age corresponds to the group most vulnerable to this virus.
- Commit yourself to limit as much as possible your non-essential contacts and movements, as ordered by the government, as well as to apply good hygiene practices in your daily life.
- Carry out daily self-monitoring of your symptoms. At the slightest appearance of a symptom, call and do not show up on site until you have our authorization.
- Bring clean clothes and protective equipment to change when you arrive and a bag to put your clothes carried in the community.
- Avoid bringing non-essential items from home.
- Limit your visits to essentials, as required by the government.

## When arriving, you must:

- Wear your mask before entering the residence.
- Disinfect your hands immediately.
- Read, complete and sign our mandatory questionnaire.
- Read and respect the posted signage.
- Give your questionnaire to the receptionist, who will validate it, take your temperature and authorize your access.
- Go directly to the apartment while respecting the distance with any person.
- Disinfect your hands before touching the button to call the elevator, and again when leaving the elevator.

### **During your visit, you must:**

- When entering the apartment, go first to the bathroom to change your clothes and wash your hands.
- The mask must be worn on both sides (caregiver and resident) and for the duration of the visit.
- Maintain distance at all times, except in care situations. Our team is available to refresh your training on the preventive practices to adopt in a care situation.
- Avoid hugs, opt for: a flying kiss, a greeting with the elbow, a mimed hug, or use your words to emphasize how much you love and appreciate your loved one (this will surely be even more appreciated and cherished in their memories).
- Remain aware that you may be carrying the virus without knowing it. Be extremely vigilant to protect your loved one, and our entire community.
- Regularly clean and disinfect surfaces and objects that are frequently touched.
- It is forbidden for caregivers to move around the residence or enter a common area. If you have a question or need, contact the reception via the intercom in the apartment.



### **When leaving, you must:**

- Perform the reverse circuit by going to the main door.
- Disinfect your hands before touching the button to call the elevator, and again when leaving the elevator.
- Notify the receptionist of your departure so that the time can be recorded.
- Keep your mask to a minimum until you are outside the residence, at a safe distance from anyone and able to safely remove it and disinfect your hands.

# Outings and family reunions / Ministry guidelines



## Prohibitions issued by our government

- It is currently forbidden for the entire population in the red zone to receive other people in their homes.
- Interregional travel is prohibited.
- Indoor and outdoor gatherings are also prohibited.
- Only people who reside at the same address will be allowed to gather during this period.
- Government easing announced on December 15:
  - A single person (therefore a resident) can go to a single family bubble (a home) from December 17 to January 11\*.
  - Exception: does not apply to residents of a care unit.
  - Only one bubble during this period and always the same.
- If you make this choice, on your return the government now imposes compulsory isolation of at least 7 days. Access to the dining room during meals is now prohibited, as are essential shops. Only outdoor walks and urgent medical appointments are allowed. If you have a meal plan, the delivery of your meals will be free of charge. Please notify reception.

\*Considering the announcement of our Prime Minister on 12/15; considering the coming into force tomorrow 17/12 and the absence of follow-up from the MSSS confirming that these flexibilities also apply to seniors in RPA; and whereas the directives to the population should not be contrary to those in RPA. We have decided to move forward pending a follow-up, with these guidelines and to authorize our residents by communicating this relaxation.

Incubation = the time between infection and the onset of symptoms, if any.

## Extended Outings

- If you have a cottage, it is not forbidden to go there, but it is important to go alone and to have previously done your shopping in order to avoid making stops at businesses in another region.
- If you make this choice, on your return the government now imposes compulsory isolation of at least 7 days. Access to the dining room during meals is now prohibited, as are essential shops. Only outdoor walks and urgent medical appointments are allowed. If you have a meal plan, the delivery of your meals will be free of charge. Please notify reception.



Dear families, we thank you for respecting these guidelines and for choosing to help them participate remotely in your festivities. (See page 4)

## Your individual responsibility

Through all government directives, our role is to inform you and make you aware.

We are counting on each and every one of you to respect these directives and thus avoid being forced to impose respect as in the spring.

## At each of your outings

You must tell the receptionist where you are going:

- Only essential outings, purchases and appointments are allowed.
- If you still choose to visit your loved ones, it is important to let us know.
- We don't want to act like the police, we want to be able to keep our method of traceability and contact reliable and efficient.
- When you return home, if you have been in contact with a person at risk (symptomatic, a traveler, a person waiting for a result or a positive person), you are obliged to tell us. We will then be able to take the right measures to protect you and our environment.

Just like you, we are extremely anxious to get back to normal.

## Reminder of Covid-19 symptoms

### Main symptoms:

- Fever (oral: 37.8 °C or 100 °F and over)
- Appearance or aggravation of a dry cough
- Difficulty breathing or shortness of breath
- Sudden loss of sense of smell or taste
- Intense fatigue
- Diarrhea
- Sore throat
- Headaches
- Muscle pain
- Significant loss of appetite

### Atypical symptoms:

- Dizziness
- Confusion
- Acute functional decline
- Muscle or chest pain



If you suspect you have any of these symptoms or a risky contact, you must immediately notify the health care department. Don't wait until you are certain, we are here for you.

If a resident has to be isolated, don't worry, their meal package will be automatically delivered to them, free of charge.



## Self-monitoring of symptoms

Please obtain the *Symptom Self-Monitoring Grid*, available at the reception desk. It is your responsibility to monitor your symptoms and temperature every day and record them on this sheet.

If you don't have a thermometer, it is important to get one quickly, or contact your family or the team for help.



### When to stay home and away from others?

- If you test positive for COVID
- If a member of your household is COVID positive
- If you have a COVID symptom
- If someone in your home has symptoms of COVID
- If you have been in close contact with a COVID-positive person
- If you have travelled in the last 14 days
- If you have been in contact with a traveler in the last 14 days
- If you are a suspect and awaiting a test or COVID result
- If a member of your household is subject to isolation.

Meal delivery to the apartment is free if you have a meal package and we confirm that you must submit to isolation.

Only the Residence Care Management can confirm that your isolation has been lifted.

In addition to the local expertise of the residence's team, a team of specialists accessible 24/7 has also been created to support you in case of need: the *Résidences Soleil COVID Crisis Unit*.

## What is a healthy or asymptomatic carrier?

A person can be a carrier of the virus (COVID-19) without showing any symptoms, but is still contagious. Therefore, they can unknowingly spread the virus to others. It is therefore essential to respect the rules of hygiene and social distancing at all times and with everyone, even your loved ones.



## How do we usually contract COVID-19?

The virus is transmitted from one infected person to others through respiratory droplets created when that person coughs, sneezes, sings, screams, talks, etc. Respiratory droplets can be very small, stay in the air for a few minutes and settle on almost any surface, object, clothing, skin, etc.

### Close contact

If you are within 2 meters of an infected person, without a mask AND eye protection, for 10 minutes without a follow-up, you are at high risk. You must then isolate yourself for 14 days, even if you have followed the best hygiene techniques. Therefore, distancing is essential.

### Cross-contamination

If an infected person touches an object or surface and you touch it while the virus is still alive, you will carry the virus. If you touch your face, mouth, nose, eyes ... without washing your hands, you will become infected. The virus can also be spread when a carrier touches another person (shaking hands, hugging, kissing, etc.).

## Reminder of instructions to protect yourself



- Wear your face cover or mask as soon as you leave your home/apartment and in all your travels.
- Keep your mask or face shield on at all times when you talk and are in contact with someone, even your loved ones.
- Wash your hands frequently with warm water and soap for at least 20 seconds.
- Maintain a distance of 2 meters from anyone at all times.
- Cough and sneeze into your elbow or use a tissue.
- Limit your outings to essential appointments and businesses (grocery store, pharmacy or bank). Be very vigilant during your outings, because the intensity of community transmission outside the residence puts you at risk.
- Do not share objects, even between residents, friends or family, without disinfecting them between contact and contact.

### You should wash your hands 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 toilet
- If your hands are dirty or after touching something dirty
- Before and after caring for or helping a loved one
- Before and after preparing the meals
- Before and after eating
- Before and after going to a public place.

## Masks

At the beginning of the pandemic, the Savoie family gave a washable mask as a gift to all our residents and employees.

If you wish to purchase a new one or eye protection, this is available at the reception desk.

In addition, if during your presence at the residence you need to replace your mask because it is wet, soiled, broken ... the reception desk can provide you with a disposable mask. Similarly, if you exceptionally forget your mask.



## The importance of telling the truth about your health status!

It is your duty as a citizen to tell the truth about your state of health and to notify us immediately if you have any of these symptoms or contacts.

If you make a false statement and conceal your symptoms, you are putting your health and that of other residents and employees at risk, which could have serious consequences. The same applies if you know someone who has symptoms and help to hide them or voluntarily choose to ignore them.



## Stay up to date

Did you know that since the beginning of the pandemic, you can transparently consult the exact status of each of our residences, as well as guidelines and important information via this link: [www.residencessoleil.ca/nouvelles/coronavirus-covid-19](http://www.residencessoleil.ca/nouvelles/coronavirus-covid-19)

A family newsletter is also in place to inform you of important updates.

We thank you very much for respecting these proactive preventive measures.

Our priorities are your health and safety!

Do not hesitate to send us your questions, comments, suggestions, or a message of encouragement to our dedicated employees, at the following address: [info@residencessoleil.ca](mailto:info@residencessoleil.ca)



## Merry Christmas to everyone!

The Résidences Soleil family wishes you a great holiday season! This year, more than ever, take advantage of this break to contact your loved ones, friends and family to tell them how much you love them. By checking in regularly, your love will break the distance and brighten your heart.

In this Guide, the star refers to this note:

\*Unless the residence is hatching at this time



**Wishing you a wonderful holiday season!**