

April 8, 2020

TO ALL RESIDENTS AND RESPONDENTS

Subject: COVID-19 – Important information

Dear Sir or Madam,

For the last few weeks, we have been carefully following the evolution of COVID-19 around the world, in Canada and in our province. We are actively preparing to ensure the safety of our residents and to protect their health. Several protective measures and precautions are already in place and are applied daily by our teams. Please rest assured that you can count on qualified and skilled staff to manage this situation.

To date, we have had no COVID-19 cases in the residence. Nevertheless, we have decided to tighten our precautionary measures. Consequently:

- ✎ As a preventive measure, all residents will be screened.
- ✎ There will be no admissions to the residence, until further notice.
- ✎ In accordance with ministerial directives, we have created cold zones and hot zones.
- ✎ Designated staff members have been deployed to each of these separate zones.
- ✎ Elevators have been dedicated to staff members based on these zones.

All of these measures are designed to avoid any spread of COVID-19 within our long-term care facility.

We are also in close communication with the authorities of the Centre intégré de santé et de services sociaux de Lanaudière and the Direction de la santé publique. They are supporting us with their expertise, deployment of human resources and more.

If you would like to obtain more information about COVID-19, please contact the COVID-19 line at 1-877-644-4545.

If you are experiencing symptoms similar to those of the flu, or for any specific questions about the CHSLD, please contact Audrey Bouchard, director of nursing care, at audrey.bouchard@groupeasantearbec.com or Benoit Valiquette, director general, at benoit.valiquette@groupeasantearbec.com.



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We are aware that this situation could cause worry and stress. Please rest assured that we have put in place every measure to protect both staff and residents. I wish to thank you for your understanding and your precious contribution to supporting our mission of providing a safe living environment for our residents.

Benoit Valiquette
Director General