



ATTENTION RESIDENTS, FAMILIES, STAFF AND FRIENDS

As you are likely now aware, the provincial government has ordered a strict lockdown for the entire province of Ontario. The lockdown will begin December 26th at 12:01 a.m., and last until January 23rd for all regions in southern Ontario. During the lockdown only essential businesses will be allowed to remain open. No indoor public events or social gatherings will be allowed, except with members of the same household.

In accordance with this direction, all in person, on property visitation will cease as of December 26th for 28 days. Please note the exceptions:

- Essential support workers, including regulated and unregulated health professionals are permitted;
- A maximum of one support worker who is NOT a care provider is also permitted to visit a resident;
- A maximum of one caregiver may visit a resident at one time; should two caregivers live together they may visit a resident at the same time.

Please note that all caregivers must submit a letter in writing to Palisade Gardens and James Club stating whom they are a caregiver for, the type of support they are offering, and an estimated amount of time they will be spending with the resident. This must be submitted as soon as possible to allow for proper administration and updating of the residents file.

Residents are permitted to leave Palisade Gardens and James Club for essential visits only. Medical, dental, pharmaceutical etc. We are highly recommending that you arrange delivery for all personal items during this time. Please avoid going out anywhere. Grocery and pharmaceuticals can all be delivered here to Palisade Gardens and James Club. Any items from family members can be delivered to our front door and we will have them sanitized and delivered to residents.

We are also coordinating a shuttle service for those residents who must leave for essential appointments. The schedule is being organized by our activation manager, Britany. Given the lockdown will mean no family and friend visits, we will also set up a more robust FaceTime schedule, please contact Britany to ensure yours are scheduled.

Please note that our dining room will remain open and activities will continue until further notice.

We thank you in advance for your attention, support and patience.

Sincerely,

Jason Mercier, Director of Operation, Retirement Life Communities Group of Companies, and
Micki McLean, General Manager, Palisade Gardens and James Club Retirement Residences