



## **TO OUR RESIDENTS AND THEIR FAMILIES:**

I hope that everyone is keeping safe and that this communication finds you in good health.

While our team has been diligent in sharing updates on a regular basis, we know that continuous, clear communication provides an added level of comfort in times of uncertainty. It is with this in mind that I will now be sharing weekly updates to keep you informed on the status of operations within Palisade Gardens and James Club.

As of today, April 28<sup>th</sup>, our community remains COVID free. Our full outbreak measures remain in place and we're doing everything we can to protect residents and staff, including:

- Temperature checks conducted twice daily for all staff and residents;
- Staff are screened for symptoms at the beginning and end of each shift, and our care team now change in and out of their uniforms onsite to decrease risk of contamination;
- We've hired two new staff whose only role is to sanitize the buildings;
- Our team now has the PPE required to manage all elements of their role and comply with Health Canada mandates, including wearing masks all day with the exception of breaks where they remain 6 feet apart to ensure the proper physical distancing;
- Our employees also take extra precautions when at home and in the community to ensure the safety of all residents and each other.

The activity director has been busy supporting residents in isolation, including setting up video calls for everyone here at Palisade Gardens and James Club. If you haven't already had a call with your loved one, please contact Karen ([activity@palisadegardens.ca](mailto:activity@palisadegardens.ca)) at your next opportunity and she will coordinate one for you. We're also looking to move our daily hallway walks outside so that everyone can get some proper fresh air while social distancing on the property. Stay tuned as we're able to finalize this activity.

Finally, I want to encourage everyone to take advantage of the telephone. Hearing from a loved one lightens the day and I know our residents really enjoy hearing from their families and friends.

If you have any questions that haven't yet been answered, I want to encourage you to reach out and ask me directly at [jmercier@retirementlifecommunities.com](mailto:jmercier@retirementlifecommunities.com). I will respond to questions in one of the weekly update notes so that everyone benefits, or with a personal communication to you directly.

Thanks again for everyone's support as we push through this challenging time together.

Sincerely,

Jason Mercier  
Director of Operations, Retirement Life Communities Group of Companies