



DEAR RESIDENTS, FAMILIES AND FRIENDS

We trust this communication finds you well and in good health.

As you're likely aware, this week the provincial government announced Ontario is now experiencing the second wave of the pandemic. While no additional restrictions were announced, top health and government officials confirmed they are monitoring cases closely and have again requested citizens take extra precautions when socializing. As such we are highly recommending all residents at Palisade Gardens and James Club take enhanced precautions to limit exposure outside of our bubble.

Over the next week we are highly recommending residents significantly decrease the number of outings taken off the property, this includes limiting the number of short-term and overnight absences and only leaving if absolutely necessary. Indoor and outdoor visitations will continue uninterrupted.

#### Indoor and Outdoor Visitation Recap

- Residents are welcome to host indoor and outdoor visitors between 9am and 6pm, Monday through Saturday:
  - Visits must be booked 48-hours in advance by calling the main line at (905-372-1150);
  - Residents are permitted up to two visitors once a week for a maximum of one hour;
  - Screening measures remain in place for all visitors prior to entering and exiting the building, including symptom screening and temperature checks;
  - All visitors are required to confirm they have reviewed the following content monthly:
    - [Updated Palisade Gardens and James Club Visitation Policy](#);
    - [Recommended Steps: Putting on Personal Protective Equipment](#);
    - [Putting on Full Personal Protective Equipment](#);
    - [Taking off Full Personal Protective Equipment](#); and
    - [How to Hand Wash](#);
  - Physical distancing measures must be adhered to during visits;
  - Visitors must remain in their designated area and are only permitted to visit with the resident they intended to see;
  - A reminder to both residents and visitors to wear a mask at all times while you're in the public spaces of Palisade Gardens and James Club;
  - In-suite visits are not permitted except for residents who are critically ill or palliative;
  - Residents who are self-isolating for 14-days may not receive visitors.

Please note that visitors will be asked to leave Palisade Gardens and James Club immediately if these rules are not followed.

#### Short Off Premise Absences Recap

- Residents are permitted two off premise visits each week for up to 6 hours at a time:
  - Strict protocols for contact tracing must be followed for all off premise visits and we are requesting that residents inform us where they intend to go while they are out;
  - We highly recommend that residents arrange for their essentials to be delivered over the next week;
  - We will be sending a follow up communication regarding Thanksgiving Weekend next week and will note any restrictions around public outings at that time. Restrictions, if any, will be in line with government direction and be a reflection of circumstances surrounding the severity of the pandemic.

Our dining room will remain open and activities will continue in groups of ten until further notice. We will be accepting deliveries to the front door and loading dock only, all other building access points will remain locked so that we can carefully monitor activity for contact tracing purposes.



We ask that you continue to be diligent and follow directions from public health officials by washing your hands with warm water and soap frequently, remaining physically distanced at all times and wearing a mask when outside of our bubble.

We know everyone will be thankful once a vaccine is approved, until then we thank you for your attention, support and patience. Please be assured that we are doing everything we can to balance safeguarding the community with respecting each of your individual needs.

Thanks again for your support.

Sincerely,

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