



DEAR RESIDENTS AND THEIR FAMILIES, STAFF AND FRIENDS:

The Ontario government has updated directives for visitations and short absences. A summary can be found below for easy access and review.

Indoor/Outdoor Visits:

- Palisade Gardens and James Club continue to host indoor and outdoor visits 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 invited to host one visitor each week for a maximum of one hour;
- Residents who are self-isolating for 14-days may not receive visitors;
- Prior to each visit guests will be subject to active screening, including symptom screening and temperature check. These steps continue to be required at each and every visit.
- Visitors do not have to prove negative results for COVID-19;
- Everyone must respect physical distancing and face masks must be worn - surgical masks are required when indoors, cloth is acceptable when outdoors;
- Visitors must remain in the designated visiting area and are only permitted to visit the resident they intended to see;
- In-suite visits are not permitted except for residents who are critically ill or palliative. Though this may change in the coming weeks as we continue to monitor the success of these directives.

Short Off-Premise Absences:

- Palisade Gardens and James Club residents who wish to leave the premise for short absences can do so if the home is not in outbreak and they follow specific requirements, including:
 - o Residents must pass active screening each time they exit and re-enter the home at the main entrance, and also attest that they are not experiencing any of the typical and atypical symptoms of COVID-19;
 - o Off-premise absences are limited to a maximum of 10 hours, between 8:30 am and 6:30 pm;
 - o General release of liability forms will be provided to residents and must be filled out by family members or residents prior to leaving;
 - o Residents are required to source and wear a mask while outside the home and respect physical distancing at all times;
 - o Contact tracing is required by the resident while off the property, a form will be provided and must be completed prior to re-entry to show locations visited and people interacted with;

Overnight Absences:

- Residents returning from an overnight stay must follow 14-days of enhanced precautions, including:
 - o Pass active screening prior to entering the building each time they leave;
 - o Cannot receive indoor visitors during the 14-days;
 - o Regularly monitor for symptoms;
 - o Avoid using common areas. If a common area cannot be avoided the resident must use a face covering/ mask;
 - o Limit contact with all other residents;
 - o Cannot participate in group activities;
 - o Must wash hands often using soap and water;
 - o Adhere to respiratory etiquette;
 - o Follow physical distancing guidelines;
- Residents who are following a 14-day period of enhanced precautions can leave the home for non-overnight absences without needing to reset the 14-day time period. An overnight stay during the 14-day period will reset the 14-day time period.



Essential visitors are the only visitors permitted in Palisade Gardens and James Club during an outbreak or if a resident is self-isolating or symptomatic, provided they pass active screening. Essential visitors must, like every other visitor, practice physical distancing and be responsible for bringing and wearing the appropriate face mask.

We thank you in advance for complying with all directives.

Sincerely,

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