



DEAR RESIDENTS AND THEIR FAMILIES, STAFF AND FRIENDS:

The Ministry for Seniors and Accessibility announced updates for reopening retirement homes which we've summarized for everyone below. While these changes are considerably more relaxed, Palisade Gardens and James Club will continue exercising our protocols which require residents to sign in and out and provide a history of who they are with and where they travelled.

Anyone choosing to leave the property remains responsible for what happens in the home and so we ask for everyone's continued commitment to keeping groups to 10 people or less, sanitizing regularly and practicing physical distancing of at least two meters. Our doors will remain locked between 7:00pm and 7:30am to ensure residents are able to complete all paperwork prior to reentering the building.

The following changes are effective immediately:

- Visitors are no longer required to show proof of a negative COVID-19 test;
- Essential visitors are permitted in Palisade Gardens and James Club during an outbreak, provided all protocols are respected;
- In-person tours will resume if Palisade Gardens and James Club is not in outbreak. Each tour will be limited to the prospective resident or couple, plus one other individual. Staff will ensure the tour route is restricted in a manner that minimizes contact with residents as much as possible;
- Beginning July 17<sup>th</sup> residents can leave the home overnight, though we will continue to lock our doors to ensure all paperwork is completed prior to entry;
- Residents returning from an overnight absence must follow 14-days of enhanced precautions, though they are permitted to leave their rooms;
- New admissions no longer require 14-days of self-isolation, though they must complete 14-days of contact and droplet precautions and be retested at the end of this period;
- Activities will continue with smaller groups. Everyone must wear a face mask and maintain a physical distance of 2 meters;
- Home care providers, including physiotherapists and occupational therapists, are considered essential and can continue to provide care to residents;
- Personal care services, including hairdressing, are permitted to resume operations;
- Home care service providers, personal care service providers and outside facilitators must follow the same requirements as Palisade Gardens and James Club staff including active screening, IPAC, PPE, masking and testing;
- We request that everyone wear a mask (cloth is acceptable) at all times when not in a suite, with the exception of the dining room when eating.

These measures are in place to protect the larger community and we thank you in advance for your support and for your adherence. We want to remind everyone that anyone choosing to leave Palisade Gardens and James Club remains responsible for what happens in the home and thank you again for your continued commitment.

Sincerely,

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