

COVID-19 PANDEMIC Update to Safety Protocols – April 3, 2020

As the COVID-19 situation evolves Retirement Life Communities continues to comply with the Ministry of Health in coordination with the Ministry of Long-Term Care and the Ministry for Seniors and Accessibility to implement the latest safety and prevention measures at both Palisade Gardens and James Club.

In addition to the protocols shared on March 17th, we've since taken extra steps to help protect our residents and employees, these include:

- Performing temperature checks twice a day for all employees and residents;
- Employees are required to change in and out of their uniforms onsite, in addition to following the strict guidelines to self-isolate, social distance, practice regular hand washing, and to travel only for essential items when outside of the workplace;
- We have mandated that employees work in only one retirement or long-term care facility at our properties. NOTE: This rule is subject to change based on staffing levels and advice from the government and the Ontario Retirement Community Association;
- With very limited exceptions, outside care providers are no longer providing care at Palisade Gardens or James Club;
- Residents remain isolated to their suites with activities being brought to their units to help them cope;
- Meals are being delivered to residents' suites three times per day, including a snack in the afternoon;
- A hallway walking schedule has been created for all residents to help them get exercise each day.

We appreciate your understanding that, although we're doing everything we can to maintain a safe and comfortable environment, residents' experience during this time will be a little different than what they've come to expect. These measures are strict but necessary to keep our communities safe at this time.

Thanks again for your understanding and your support. Please do not hesitate to call Management (905) 372-1150, for clarification on these protocols or if you have any other questions.