



DEAR RESIDENTS, FAMILIES AND FRIENDS

In response to progress made to curb the spread of COVID-19, the Ministry for Seniors and Accessibility have revised the [Reopening Retirement Homes](#) guidelines with new directives around visitation. We have updated the Palisade Gardens and James Club visitation policy to reflect these changes; you can find it linked below and on our website under the COVID-19 tab.

As part of the new directives, which take effect Tuesday, September 15th, Palisade Gardens and James Club residents are now permitted up to two general visitors at one time for a maximum of one hour each week, provided the home is not in outbreak and the resident is not self-isolating or symptomatic. Visitation hours remain the same for now.

Prior to visiting a resident for the first time after the revised policy is released, and then monthly thereafter, general visitors are required to verbally confirm that they have reviewed the following:

- [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](#).

Screening measures remain in place for all visitors prior to entering and exiting the building, including symptom screening and temperature checks. For more detail related to general visitor requirements, as well as updates related to essential visitors and personal care service provider visitors, please see the latest visitation policy.

As the cooler weather sets in and people begin spending more time indoors, we ask that you remain diligent and continue all measures related to masking, sanitizing and physical distancing. Should you have any questions about the updated visitation policy or any other matter pertaining to the health and safety of our community, please contact us at any time.

We trust these changes will be well received within the community and we look forward to welcoming everyone to Palisade Gardens and James Club soon.

Wishing you all the very best.

Sincerely,

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