



TO OUR RESIDENTS AND THEIR FAMILIES

As you are aware our current response to avoid the spread of COVID-19 has been successful. However, as things continue to evolve at lightning speed, we need to pivot one more time to ensure the protection of our communities.

COVID-19 is marching through Canadian society as predicted by our best scientific minds and we, at this very moment, have an opportunity to create a safety bubble at Palisade Gardens and James Club. Our leadership have decided to enact our full outbreak procedures, as of midnight tonight, in order to best protect the community.

What this means for you:

- Residents will be isolated to their units
- The dining room has been closed; meals will now be delivered to each resident's unit
- Access to the buildings has been limited to proven essential visitors only
- All group activities have been canceled
- Residents with critical needs will still be permitted to leave the building for treatment

COVID-19 is a virus that, unlike all previous viruses, has the ability to transmit from person to person without showing any symptoms for weeks after infection. A vaccine is not yet available, and we do not expect to see one for months ahead. Our single most powerful deterrent is social isolation, together with extreme cleanliness, which our communities will continue to practice diligently.

We can contain the spread and potentially avoid infection within our community if we **STRICTLY** follow Retirement Life Communities and Public Health Canada's guidelines for virus containment.

As such, we are asking all stakeholders and concerned parties to support our relentlessly committed front line staff members by strictly following our rules - we firmly believe that it is our best way through this challenge.

Thank you for your support. Please take care of yourselves and each other.

Very Best,

Josef Ger, CEO & Jason Mercier, Director of Operations
Retirement Life Communities Group of Companies