



DEAR RESIDENTS AND THEIR FAMILIES, STAFF AND FRIENDS:

Thanks to everyone who participated in one of last week's calls to learn how Palisade Gardens and James Club will approach the latest government directives on visitations and short absences. We know there was a lot of information for you to absorb and so we wanted to share a condensed summary of our approach in this week's communication, to complement the larger policy available under the COVID-19 tab on our website.

This communication does not replace the larger policy but rather aims to create an overview that can be referred to for quick answers.

Indoor/Outdoor Visits:

Palisade Gardens and James Club have resumed outdoor and indoor visits in common areas of the building, though we've shortened visiting hours and limited the number of meeting spaces; we will also require guests entering the building to prepare in advance:

- Visiting hours will now take place between 9am and 6pm, Monday through Saturday, and must be booked 48 hours in advance by calling the main line at Palisade Gardens (905-372-1150);
- Physical distancing must be adhered to throughout the visit and face masks worn, guests are responsible for bringing their own mask;
- We are able to accommodate one visitor per resident each week for a maximum of 1 hour;
- In-suite visits will be allowed for those residents who are critically ill or palliative;
- The designated visiting areas, indoors and outdoors, can be easily identified by signage;
- For outdoor visits, guests may bring an outdoor/lawn chair, or one will be provided by the residence.

Staff will clean and disinfect each space after every visit. In the event weather prevents a comfortable outdoor visit, another indoor space will be created.

Prior to scheduling a visit guests must have tested negative for COVID-19 within the previous two-weeks and be able to show proof of their test. Guests must also bring a surgical face mask for all indoor visits, a cloth face mask for outside. Prior to each visit guests will be subject to active screening, including symptom screening and temperature check. These steps are required at each and every visit.

Short Off-Premise Absences:

Palisade Gardens and James Club residents who wish to leave the premise for short absences are now required to follow specific requirements, including:

- 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;
- Off-premise absences are limited to a maximum of 10 hours, between 8:30 am and 6:30 pm;
- General release of liability forms will be provided to residents and must be filled out by family members or residents prior to leaving;
- Residents are required to source and wear a mask while outside the home;
- 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;
- Any non-adherence to these rules could be the basis for discontinuation of short absences.

Whether you're planning a visit here at Palisade Gardens or James Club or an off-premise absence, residents and visitors are strictly prohibited from engaging in any form of physical contact including hugging, handshaking, kissing and any form of assistance where physical distancing cannot be adhered to. The only



exception to this is for assistance with mobility. A minimum distance of 2 meters must be kept at all times, and face masks must be worn throughout the visit.

Please note that visitations and off-site absences are prohibited during any outbreaks. Residents who are self-isolating may not have any visitors. Essential visitors, as defined by the Chief Medical Officer of Health, are the only visitors permitted during an outbreak or if a resident is self-isolating or symptomatic.

Our approach continues to be guided by the safety, emotional well-being, equitable access and flexibility of all residents and their family and friends, and our staff. We trust you appreciate our dedication to keeping our community safe and thank you again for your understanding and support as we navigate our way through the latest 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