



DEAR RESIDENTS, FAMILIES AND FRIENDS

The Ministry for Seniors and Accessibility in collaboration with the Retirement Homes Regulatory Authority (RHRA) have released updates to the *Retirement Home COVID-19 Visiting Policy*.

As part of the updates, the RHRA will identify retirement homes with either an **Alert** or **High Alert** status if they are in a community with widespread transmission (Alert) and if there is widespread transmission and infection spread within the sector in the community (High Alert). This new approach reflects a shift to a risk-based response system and includes specific actions to help mitigate the spread of COVID-19.

At this time Palisade Gardens and James Club is not subject to either status. We will inform you straight away should our community receive an alert.

The changes went into effect yesterday, Tuesday, October 13, 2020 and apply to general visitor and personal care provider access, resident absences, social activities and tours. We've summarized the significant updates below, for a full review of all updates please visit the latest Palisade Gardens and James Club Visitation Policy [here](#):

General Visitor and Personal Care Access Updates:

- Non-essential visitors (i.e., general visitors and personal care service providers) are prohibited from entering Palisade Gardens and James Club if our home receives a High Alert status;
- A maximum of 2 caregivers per resident may visit if our community has not been identified under Alert or High Alert status, our home is not in an outbreak, and the resident is not self-isolating or symptomatic;
- A maximum of 1 caregiver per resident may visit if our community has been identified under Alert or High Alert status, our home is in outbreak, or the resident is self-isolating or symptomatic;
- A maximum of 2 general visitors per resident may visit in designated areas provided the resident is not self-isolating or symptomatic, our home is located in a community that has not been identified under Alert or High Alert status, and our home is not in outbreak;
- A maximum of 1 general visitor may visit in a designated area of Palisade Gardens and James Club if our home is in a community that has been identified under Alert status;
- A maximum of 1 personal care service provider may visit a resident provided that the resident is not self-isolating or symptomatic, our home is located in a community that has not been identified under Alert or High Alert status, and our home is not in an outbreak;
- Personal care service providers are not permitted in Palisade Gardens and James Club if we are in outbreak or the home is in communities identified under Alert or High Alert status and may not visit residents that are self-isolating or symptomatic.

Resident Absences Updates:

- In the event Palisade Gardens and James Club goes into an outbreak, there will be a hold on starting new absences until the home is no longer in outbreak, but short absences for essentials (e.g., groceries, medical appointments, filling prescriptions) may be continued;
- Further restrictions related to resident absences will be imposed on homes in communities identified under Alert or High Alert status. Residents may be permitted to leave Palisade Gardens and James Club for essentials or for a single-night emergency room visit only;



- If a resident leaves for an absence that includes at least one overnight stay, upon return they must self-isolate for 14-days under Droplet and Contact Precautions (this is a change from the enhanced precautions in the previous policy);
- If the community has not been identified under Alert or High Alert status, overnight absences may proceed.

Social Activity Updates:

- Social activities may only proceed if Palisade Gardens and James Club is not in an outbreak or in a community identified under Alert or High Alert status;
- Social activities must be conducted in designated areas and enhanced environmental cleaning of designated areas prior to and following each activity will be completed.

Tour Updates:

- In-person tours are reduced and when possible will be replaced with virtual tours. If an in-person tour is deemed necessary, this can only occur if the home is not in an outbreak and the home is in a community that has not been identified under Alert or High Alert status;
- In addition to the previous requirements, a minimum number of tours may be completed but must be restricted in a manner that avoids contact with residents.

Please note that our local public health unit may implement greater restrictions beyond what is included in the updated policy. We will ensure that any and all requirements are communicated in a prompt manner.

Should you have any questions about these updated measures please contact us at any time and we will get back to you as soon as possible. For more details please visit our updated Visitation [Policy](#).

Thanks again for everyone's commitment and support.

Sincerely,

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