

COVID-19 PANDEMIC

March 21st Update

Retirement Life Communities has always followed a strict policy to ensure clean, safe and sanitized environments at all of our retirement homes. The health, safety and well-being of our residents, their guests and our employees is our top priority. Please know our commitment to those values and to you, remain firmly in place during these extraordinary times.

Due to the continued spread of the COVID-19 virus and the declared State of Emergency in Ontario, effective today, March 21st, 2020, we have implemented the following additional protocols:

NEW – All residents are encouraged to remain within their suites with the exception of meal time. Meal time seating has been organized to allow for reasonable distance between residents.

NEW- Happy Hour is cancelled until further notice. Some smaller activities will continue but will be limited to only 10 people at a time. We appreciate your cooperation with the additional changes.

Families are asked not to visit their loved ones within the retirement facility until further notice.

- Until further notice, as per the requirement of the Ministry of Health in coordination with the Ministry of Long-Term Care and the Ministry for Seniors and Accessibility, we will only allow essential visitors and/or care providers into our residences. Family, friends and other guests are not permitted in our buildings.
- Family and friends may drop off packages for residents. The security guard at the front door will receive items between 7am and 7pm and staff will deliver them.
- Anyone receiving non-essential services such as private housekeeping will have to access those services through Palisade Gardens staff until further notice.
- All essential visitors, staff members and residents entering Palisade Gardens are required to use the front entrance, sign in and out and use hand-sanitizer before entering and exiting the building.
- All essential visitors and staff entering Palisade Gardens will be screened prior to being allowed inside, as will all residents re-entering the building.
- Any staff member or essential visitor who has travelled outside of the province must inform management prior to entering our residences.
- All external doors to Palisade Gardens will be locked, with the exception of the front door which will be open between 7am and 7pm and attended to by a security guard.
** Please note, the doors will open to the outside for fire and safety precautions
- There will be no Shuttle Bus service until further notice.
- All outside entertainers, exercise leaders, reading groups etc, will not be allowed in the building.

By strictly adhering to these measures, we believe we are doing our best to keep you, your family and friends, our staff and their families, and the greater community safe. We are depending upon your cooperation. Thank you 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.