



June 9th, 2021

Dear Residents, Family and Staff,

I would like to take this opportunity to thank you for filling out the satisfaction surveys last month. As you are all aware, the past 16 months has been a challenge for all of you as well as our operation at Palisade Gardens and James Club. The health and safety of residents, staff and families during this period is paramount and will remain so as long as the pandemic continues.

During these trying times we have managed to fully vaccinate over 70% of residents and staff combined. This is a great accomplishment, and we need to continue to work towards a higher vaccination percentage over the coming months.

Due to the Ontario Government and the RHRA relaxing restrictions within retirement residences we are permitted to relax some restrictions and we can now re-focus our attention on other areas within Palisade Gardens and James Club based on some of the feedback that we received in the surveys.

Our areas of focus will shift towards allowing more organized activities at the property, allowing more organized special dining events, and generally allowing more group social activities. We still need to work within parameters for all these events however, we are excited to get back to having a little bit more fun.

Please remember to always wear your mask where possible while enjoying these events and thank you once again for your feedback within the surveys. It will help us to service you better in the future.

Sincerely,

Jason Mercier

Director of Operations Retirement Life Communities