



DEAR RESIDENTS, FAMILY MEMBERS AND FRIENDS:

As we settle into our new normal please remain vigilant and take all precautions to protect yourself and others. We cannot reinforce enough how important it is to be overly cautious. That said, we should all feel a sense of pride knowing we made it through the initial storm COVID free. If and when a second wave comes, our community is prepared.

On that note, we have some changes to new admission policies. The Ministry for Seniors and Accessibility has revised their initial guidelines to request that all new admissions self-isolate for 14-days and any resident who participates in an overnight visit outside the home must adhere to enhanced precautions. These enhanced precautions include:

- Upon returning from an overnight visit, residents must pass active screening;
- Receive no visitors during the 14-days of enhanced precautions;
- Regularly monitor for symptoms;
- Avoid using common areas;
- Limit contact with other residents;
- The resident may not participate in group activities;
- Perform frequent handwashing with soap and water, and use hand sanitizer if handwashing is not available;
- Adhere to respiratory etiquette (cover face when coughing, etc.);
- Follow physical distancing guidelines.

Residents who are following enhanced precautions for 14-days can leave the home for non-overnight absences without having to reset the 14-day time period, however an overnight visit will reset the 14-days and the resident will be required to start from the beginning.

We trust these revisions are clear and reasonable but please let us know if you have any questions.

Thanks again for your commitment.

Sincerely,

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