



## **TO OUR RESIDENTS AND THEIR FAMILIES:**

Thank you for sharing your feedback! With several questions about the status of our community, COVID-19 testing, PPE supplies and staffing, I wanted to use this week's communication to address the most frequently asked questions openly, for the benefit of the larger community.

I'm very pleased to report that Palisade Gardens and James Club remain COVID free. Please know that we will inform everyone if anyone tests positive for the virus. We are committed to open communication and that means ensuring all stakeholders are well informed on the status of the community.

As some of you may know, the provincial government mandated that all residents and staff at long-term care and retirement homes be tested for COVID-19. Palisade Gardens and James Club are scheduled to be tested May 14<sup>th</sup> and 15<sup>th</sup>. Northumberland Hills Hospital will conduct the testing and everyone, regardless of whether or not symptoms are present, will be tested. You will be informed of our results as soon as we have them. We will work closely with the team at Northumberland Hills to share the results and perform case and contact management should anyone test positive.

Lastly, we've received many questions about staffing levels and our PPE supplies. I want to let you know that we are well equipped on both fronts. While PPE shortages continue, we have sufficient stock to adhere to the guidelines set out by the government, we also have plenty on order. We are well staffed, and operations continue to run smoothly.

That said, we would like to ask for your support once again. While the vast majority of residents remain in positive spirits, some are becoming antsy and not adhering to the isolation protocols. If we can please ask for everyone's support in respecting the outbreak measures, it would be very much appreciated. As you know, these measures are in place to protect everyone, and it is essential that people think of the larger community at this time.

Please continue reaching out with any questions or feedback, after all it is with you in mind that I share these updates and I want them to be valuable. I'll do my best to respond in a timely manner.

Sincerely,

Jason Mercier  
Director of Operations, Retirement Life Communities Group of Companies