

## **COVID-19 Update – March 13, 2020**

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 employees, residents and their guests is our top priority.

With growing global concerns around COVID-19 (“coronavirus”), we will remain diligent with our cleaning practices, and have implemented additional measures to ensure our communities continue to be safe spaces.

Effective immediately, we have implemented the following additional measures:

### **Goderich Place**

- All visitors will be screened prior to entering the building, this includes all family, friends, external healthcare providers and suppliers
- Visitors are required to use the front entrance, sign in and out, and use hand sanitizer before entering or exiting the building
- Any family member that has travelled outside the province or country must inform management prior to entering the building
- We have limited visiting hours from 6am – 8pm and reduced the number of visitors to 6 people at any given time. We are asking that anyone wishing to visit book ahead of time by calling 519-524-4243 ext. 221 (ext. 227 on weekends)
  - Any visitor who arrives unannounced will be granted entry on a first come first serve basis
- All external doors to the building will be locked, with the exception of the front entrance which will be open during visitor hours
- We have asked our suppliers and vendors to inform us of any deliveries in advance and to limit the number of visits to the building

### **Palisade Gardens**

- Any family member that has travelled outside the province or country, or who plans to, must inform management prior to entering the building by calling 905-372-1150

- We have limited visiting hours from 7am – 7pm and reduced the number of visitors to 6 people at any given time, with each visit lasting no longer than 1 hour
- All visitors are required to use the front entrance, sign in and out, and use hand sanitizer before entering or exiting the building
- We have asked that our suppliers and vendors inform us of any deliveries in advance and to limit the number of visits to the building
- A security company has been hired to enforce these guidelines and to screen all visitors at the front entrance

To protect everyone at all of our retirement communities, we ask that anyone who is feeling unwell ~~please not visit~~ so that together we can keep our residents and employees safe from illness.

Further, as part of our due diligence we are mandating that employees who are currently on vacation and those who plan to travel to the United States, Europe, Caribbean, Middle East, provinces outside of Ontario, and Asia, isolate at home for two weeks upon their return, prior to returning to work. Employees that have symptoms of being sick during this two-week home self-isolation will not be permitted to return to work unless approved by a doctor. This policy may be extended beyond the April 6<sup>th</sup> deadline based on the progression of the virus globally.

Know that we are doing our part by putting employment policies in place so that our staff are protected and are not penalized financially if they need to stay home.

We will continue to monitor the Public Health Agency of Canada closely and provide ongoing updates as needed. We also encourage everyone to stay up-to-date through [Canada's Public Health](#) website.

We thank everyone in advance for your support as we work diligently to protect our communities.