

Alert Status Change

Thank you for your support in the success of our continued efforts to remain COVID-free to date here at St Jacobs Place. The health and well-being of every individual that visits, works, or interacts with St Jacobs Place and our residents is of the utmost importance to us.

We have been made aware by the Retirement Homes Regulatory Authority (RHRA) that effective Tuesday, November 24th, 2020 the alert status of our home has been changed. With the rise of positive cases of COVID-19 in the Region of Waterloo, the alert status of our home, among others in the area, is now listed as **HIGH ALERT**.

What this means for us is:

- Activities must be done individually; group activities are no longer permitted
- General Visitors are not permitted
- One designated caregiver is allowed to a resident at a time
- Short absences may not include overnight stays
- Cancellation of the Foot Care Clinic
- No In-house Tours of the home

For more information on the Alert Status please visit the RHRA website at <https://www.rhra.ca/en/elevated-alert-areas/> or by calling 1-855-275-7472.

Feel free to reach out should you have any further questions or concerns, and we will certainly do our best to assist you. As always, the health and safety of our residents is our main priority, and we thank you again for your ongoing support.

Best Regards,

St Jacobs Place