



Effective as of May 19, 2020 – Recovery Phase I

As states across the country take steps to re-open businesses and public areas, Holiday will be working with local counties and states, as well as health authorities including the CDC to determine changes and actions in your community. While our passion is to reconnect you to family, friends, and the spirit of community, we will do it with patience and care. The health and safety of those who live and work at our communities are always our highest priorities. As we find ways to lessen isolation, we will introduce thoughtful social distancing. We encourage you to keep your interactions within the community, and limit visiting public places or taking non-essential trips.

Resident Services – Phase 1



Everyone is required to wear a mask, including all residents, all associates, and any screened essential visitors. Masks can be repurchased for a \$5 fee. See your management team.



Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.



Although surfaces will be cleaned frequently, you should try to limit the touches to surfaces outside of your apartment.



Put distance between yourself and other people. Stay at least 6 feet (about 2 arms' length) from other people.

YOUR COMMUNITY

Emergency Alert System

As a resident, you are supplied with an emergency alert device which includes two-way communications with GPS and is waterproof. We encourage you to always keep the device charged and on your person.

Communication

We will continue to deliver the daily newsletter and share changes and updates, so you understand what's happening in your community during COVID-19. Our website www.holidaytouch.com will also have COVID-19 updates and information, including the

number of active COVID-19 cases for each of our communities on their individual community website. We feel a responsibility to be transparent and share information about your home with you and our associates.

We will also utilize emails, your emergency alert device, automated telephone messages and printed communication to stay in touch and connected. In addition, be on the lookout for surveys via mobile phone text as an additional method for resident feedback. And of course, do not hesitate to reach out to your community General Manager/Executive Director if you have any questions or need anything.

Visitors

You can meet friends or family outside of the building by appointment. We have designated outside meeting areas that are sanitized after each visit. At this time, out of an abundance of caution, access to the community is limited to essential visitors only. An essential visitor is defined as someone providing hospice, end-of-life care, or medical professionals and caregivers.

Front Entrance Screening

Everyone must enter through the front entrance only (back or side doors prohibited) and must pass a series of screening questions to make sure that they do not have COVID-19 symptoms and have not been exposed to someone with COVID-19. In addition, every individual that enters our building will be temperature checked. Associates are temperature screened two times per day. Any essential visitor in our community will have a sticker worn on their shirt which will indicate they have been properly screened. While no system is 100% foolproof, and some people are asymptomatic, we believe the measures we have put in place are very effective and follow along the CDC and local health department recommendations.

For visits outside of the normal community business hours of 7:30am – 7:30pm, please contact the General Manager to arrange for screening.

Mail

We will continue to deliver your mail to your apartment.

Dining Service

We will continue in-home dining so that you can safely enjoy breakfast, lunch, dinner, and snacks in your apartment. However, we are providing opportunities during lunch and dinner for 9 or fewer residents to enjoy a meal in the dining room. It will consist of 1 resident per table (unless you both live in the same apartment together) to ensure safety and social distancing. Please contact your Resident Experience Coordinator to schedule. Every resident will have the opportunity to participate in the small dining event 3-4 times per month depending on the size of your community. Participation is optional.

OR

Varied depending on community protocol stage

We will continue in-home dining program so that you can safely enjoy breakfast, lunch, dinner, and snacks in your apartment. Due to local jurisdiction rules and guidance, our dining room will remain closed.

Activities

In addition to more hallway activities, the activity cart has expanded to include exercise equipment. Activities of 5 or fewer are permitted in accordance with the social distancing guidelines (at least six feet apart), remember you will need to wear your mask. Outside family visits at a designated outdoor area is available and by appointment only. You can also sign up for chapel time or individualized walking time. Please contact your Resident Experience Coordinator to schedule.

Elevator

Always wear a mask and allow one person to use the elevator at a time

Bus Service

The bus will continue to provide scheduled trips to all life-sustaining (dialysis, chemotherapy, etc.) appointments only. Please contact your Resident Experience Coordinator to schedule. A mask must be worn while on the bus. The bus will be disinfected after each trip.

Trash

Please leave your trash outside of your apartment at the designated time, and we will continue to pick-up trash daily.

Housekeeping

We have increased our common area cleaning and disinfecting and will be providing apartment cleaning every two weeks.

Laundry

Please remember to maintain social distancing and to wear your mask when in the laundry room. Scheduled laundry times will continue. To reserve a date and time, please sign up when the activity cart comes by or contact the Resident Experience Coordinator.

Maintenance Requests

Continue to contact the management team for all maintenance requests.

Beauty Salon

Based on local jurisdiction rules and guidance, the beauty salon will open on _____. The salon operator has agreed to comply with the local county requirements of sanitization and disinfection between each appointment. Please remember to wear your mask. To make an appointment, call _____-_____-_____.

OR

Varied depending on community protocol stage

Based on local jurisdiction rules and guidance, the beauty salon remains closed.

Please contact your management team with any questions you may have about these or any other policies in the community at _____-_____-_____.