

CHANGES TAKING EFFECT THE WEEK OF MARCH 16 AND CONTINUING INTO THE WEEK OF MARCH 23

Dear Resident and Family Member,

This is an update about necessary changes in our community's operations and services. Changes to our daily routine and protocol-driven actions will keep our community as safe as possible. I hope you can understand and support the steps we are implementing. Everything we are doing is to keep you and our employees safe. By following these steps, we are acting with the highest level of responsibility. Please know that our protocols are assessed on a regular, weekly basis. We'll evaluate which changes need to stay in place, be modified, or be accelerated. We will regularly communicate these to you.

We are working to implement these changes as quickly as possible in light of the rapidly evolving situation with COVID-19.

Dining, Meals, Beverages

- The dining room will be closed for meal service as soon as we have all the materials in place to serve you in your rooms. The snack bar is closed as well.
- The kitchen will prepare all meals. A limited menu will be offered.
- Meal service consists of breakfast, lunch, and dinner room delivery to all residents, each day.
 - Meals and beverages will be delivered to apartments by carts. A knock on the door will let you know that a server's cart has arrived with a choice of meal (hot item available) and beverage and coffee service.
 - Meals will be served in disposable containers.
- Between meals, a snack cart will be brought around by a server. This will include beverage service.
- Since the disposable containers will increase trash volume, extra garbage bags will be delivered. Trash will be picked up several times each day. Place your sealed trash bag outside your door for pick up.

Visitors, Main Entrance, Security

- Only essential visitors will be permitted into the community: caregivers (including family members who provide care for a resident) and health aides. Family members may visit residents on hospice. All permitted visitors will be screened based on public health guidelines (including temperature checks).
- All doors will be locked except for the main front door.
- At the unlocked main door, a staff member will be present to screen appropriate visitors and grant entry during our business hours of 7:30 am to 7:30 pm.

Visitor restrictions may be the most difficult change to accept. We must take this step to limit contact and entry. We cannot prohibit our residents from exiting the community to

visit with family, see a friend, or simply take a walk. However, please keep in mind that avoiding public places and maintaining social distancing are emphatically recommended by the CDC. Limiting contact with others and hand washing are considered two of the biggest MUST DO's to prevent the spread of this illness. Staying a **minimum of six feet apart** from one another is essential. Also, everyone should frequently wash their hands carefully with soap and water for 20 seconds. A tip: sing *Happy Birthday* twice. That's 20 seconds.

Cleaning, Housekeeping

- Increased cleaning and disinfecting will take place in the kitchen, dining room, common areas and high touch points (e.g. doorknobs, elevator buttons, laundry machines, and more).
- Enhanced protective equipment will be used by our housekeepers, where appropriate (e.g. aprons, face masks, eye protection, gloves).
- In-room housekeeping service will take place one time, every other week.

Transportation, Services, Activities

- Bus transportation will be suspended. Please know that telehealth is now available, and residents in Holiday communities have already begun to schedule virtual visits.
- Activities will continue but each activity needs to abide by public health advisories on large groups. Ten (10) is the maximum number of residents that can participate in any one activity.
- The chapel will stay open for resident-led service or contemplation only; please follow group size limits.
- The beauty salon will close.

Laundry

- The laundry rooms are still open but it's essential to follow the social distancing guidelines. Try to stay at least six feet apart from others using the laundry room.

Pets

- Our pet policy is unchanged.

Mail, Newspaper, Deliveries

- There is no change.

Protecting your safety and the safety of our employees is everything that we are trying to do. These decisions are not easily made. With your support and the understanding of your loved ones, we'll get through this hard and difficult time and keep you well and safe.

General Manager