



Effective as of June 16, 2020 – Recovery Phase 2

*As locations across the country take steps to re-open businesses and public areas, Holiday will be working with states and local counties, 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 and friends, and to invigorate 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 do so while retaining 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 2



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 to keep you informed about what is 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 use email, your emergency alert device, automated telephone messages and printed communications to stay in touch and connected to you and your loved ones. In addition, be on the lookout for surveys via mobile phone text messaging as an additional method for resident feedback. And of course, do not hesitate to reach out to your community General Manager or Executive Director if you have any questions or need anything.

### **Visitors**

You can have friends and family members visit you in your apartment. However, we require that you limit your visitors to no more than two people at a time. We are also requiring appointments for these visits, since we still must screen everyone coming into the community.

### **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 have their temperature checked. Associates are temperature screened two times per day. All visitors 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 may carry the COVID-19 virus while asymptomatic, we believe the measures we have put in place are effective to limit the spread of the virus. These measures are also consistent with 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 or Executive Director to arrange for screening.

### **Mail**

Normal mail service will resume. We ask that residents wear a mask and practice social distancing when retrieving mail.

### **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 20 or fewer residents to enjoy a meal in the dining room. Meal service 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 a small dining event 6-8 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 for now.

### **Activities**

In addition to more hallway activities, the activity cart has expanded to include exercise equipment. Activities of 10 or fewer are permitted as long as participants remain at least six feet apart. Please also remember you will need to wear your mask to participate in any activities. Outside family visits at a designated outdoor area are 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 no more than 2 people to use the elevator at a time.

### **Bus Service**

Bus service will increase to include scheduled medical appointments and limited shopping trips. Any shopping trips will occur during low peak hours to avoid crowds and minimize exposure. 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 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 \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_.