

August 2020

Dear Residents and Family Members –

The importance of dining with friends is something we believe in, and we have been working tirelessly to create a program that maintains the safety of our environment but provides you with an opportunity to reconnect with fellow residents and enjoy the dining experience.

Respecting guidelines provide by the CDC, and federal, state, and local healthcare officials, we are pleased to begin a phased re-opening of our restaurants. We wanted to share the new guidelines for dining in the restaurant.

SafeDining Restaurant Guidelines

- We will practice physical distancing by staying six feet apart in the restaurant with a staggered reservation program.
- Each resident will sign up for one meal period (Breakfast, Lunch or Dinner) at the front desk. These reservations will be good for one week, Sunday – Saturday.
- We will have two seating times for each meal period.
 - o *Example: You would like to have breakfast with your best friend. You both sign up for Breakfast at the first seating. This means you will have breakfast together at the first seating for a week.*
- If your requested meal period and seating time is full, you will automatically be placed on the following weeks reservation for that meal period and seating time to accommodate your request.
 - o *Example: You request Wednesday evening for the second seating of Dinner only to find out that it is full for the upcoming week. You will automatically be placed on the next weeks second seating time for the Dinner meal period.*
- If you would like to keep your reservation the same for the following week, you will be put on a wait list to ensure equal dining opportunity for all residents.
 - o *Example: You have a reservation for the first seating at Lunch and would like the same reservation for the next week. You will be placed on a wait list and, after reservations have closed, you will be notified if you were able to keep your reservation for the same seating time and meal period.*
- Reservations will close on the first of the following to occur: Thursday mornings at 10:00 AM for the upcoming week, Sunday - Saturday; or, when the seating time for that meal period is full.
- Menu selection sheets for in-apartment meals (where applicable) will be due by Friday morning at 10:00 AM for the upcoming week, Sunday – Saturday.
 - o *Example: You have a reservation for the first seating of Dinner. Your menu selection sheets are due Friday morning for Breakfast and Lunch. **You would not place an order for Dinner because you will be dining in the restaurant.***
- The restaurant set-up will be different from what you are accustomed. To support appropriate physical distancing, we have reduced the number of tables and chairs.



- Restaurant entrances will be cordoned off to direct everyone through a single entrance and exit point. Our hosts will be happy to greet you, check your reservation and seat you in your assigned restaurant, at your designated time
- All residents will be required to sanitize their hands at the entrance to the restaurant prior to being seated. You will be required to adhere to physical distancing and wear your face mask, covering both nose and mouth, while waiting to be seated. Special markers on the floors will assist you in maintaining physical distance for the safety and well being of your fellow residents.

SafeDining Restaurant Experience

- Our intent is to serve all our residents within a two-hour window. This means that we have approximately one hour for each seating. Without feeling rushed, we ask that each resident be respectful of the time and impact on your fellow residents by expeditiously enjoying your dining experience.
- Following guidelines recommended by the CDC, federal, state, and local healthcare authorities, no leftover food will be able to leave the restaurant.
- Always Available menus and weekly At-a-Glance menus will be delivered to your apartment home. Daily Specials will be posted on community televisions via the LifeShare application and shown to you by your server on restaurant iPads.
- All tables, chairs, and tableware will be sanitized after the meal period has ended, but no resident will sit at a table where someone else previously sat without it being sanitized.
- Team members will continue to adhere to current COVID-19 screening protocols, including temperature checks upon entry to the community and will continue wearing personal protective equipment. While we will always be wearing masks, you will still see our smiling eyes!
- All team members have been trained in current COVID-19 protocols and maintain appropriate physical distancing while providing service in the restaurant.

What should I do now?

We will continue to deliver your weekly packet so you can order for those meals outside of your assigned meal period each week.

- If you would like to dine in the restaurant, please notify the front desk and place your reservation for the desired seating time and meal period.
- If you do not wish to dine in the Restaurant, you do not need to do anything. The Food and Beverage Team will continue to deliver your weekly ordering packet and daily meals to you in your apartment.

We will continue to open our restaurants and provide a redefined defining experience while adhering to all COVID-19 protocols as defined by the CDC, and federal, state, and local healthcare authorities. These protocols may require temporary suspension of the program if the community experiences active COVID-19 cases.

Again, we are excited to celebrate the phased reopening of our restaurants within our communities and look forward to providing you with an exceptional dining experience.

Sincerely,





A handwritten signature in black ink, appearing to read "Bradley Kraus", is positioned below the company logo.

Bradley Kraus
President & Chief Operating Officer

Note: The information contained in this letter may not be applicable to all communities and care levels based on local, state, or federal guidelines.

