

March 19, 2020

Communiqué

Coronavirus Update: Culinary Changes for Dining (Breakfast and Dinner Meals)

With the safety, health, and well-being of our community top of mind, Willow Valley Communities continues to actively monitor developments related to COVID-19 and, where prudent, make corresponding temporary changes to our operation. Since our last communication, additional facts have emerged that necessitate changes to procedures in our culinary services department.

Effective starting with the Breakfast Meal on Friday, March 20th, there will be no (in-house) sit down dining available at all locations. **Take-out only meals** will be available for both breakfast and dinner. The *existing* To-Go Program at dinner will not be in operation.

The hours effective starting with the Breakfast Meal on Friday, March 20th until further notice:

- Monday – Saturday Hours: Breakfast 7:00 AM – 9:30 AM*
- Monday – Saturday Hours: Dinner 4:00 PM – 7:00 PM*
- Sunday Hours: Breakfast 7:00 AM – 9:00 AM* / Dinner 11:30 AM – 2:00 PM*
- Four Seasons Breakfast Hours: 7:00 AM – 9:00 AM* daily
- Four Seasons Dinner: Meal pick-up is by reservation for Spring Run Residents only. Take out from Meadow Ridge when Four Seasons is closed on Mondays and Tuesdays will continue to be available.
- Vistas and Garden Apartments Continental Breakfast Hours: 7:00 AM – 8:30 AM*

*Hours will be modified or extended as needed to ensure that all diners receive meals.

General Guidelines:

- In accordance with the most recent group size recommendations, only 10 Residents at a time will be permitted in the dining venue. The flow will be managed at the hostess desk. Residents are asked to keep adequate distances from each other in the serving venue and while waiting in the lobby for entrance to the food venue.
- A schedule has been developed detailing when Residents may come to the main dining room of their community to select and pick up meals.
- Culinary Services Team Members will be available to direct and assist Residents as they select food items that will be packaged to-go.
- The breakfast fruit bar and evening salad bar will no longer be self-serve; instead, these items will be offered as pre-portioned options. A premade green salad of the day will be available with limited dressing options.
- Items that cannot be pre-packaged to go, such as dinner sides, will be portioned out and handed out by Team Members. Residents will not serve themselves.
- Culinary Services Team Members will provide necessary condiments and will bag your meal to go at a table/bagging station that will follow meal item selection.
- We intend to provide as much of the planned menus as possible. We anticipate the need to minimize the number of fruit offerings at breakfast and the variety of beverage options offered at both meals. In an effort to maintain the flow of diners through the venue, bread will be available at breakfast, but toasters will not.
- The current Get Well Meal program through Residential Nursing remains as is.

(over please)

Important Reminders:

- To most effectively and efficiently manage the flow of Residents, they must pick up meals in their home community.
- Adequate sized portions will be provided. Pre-portioned items and whole fruits, etc. will be limited to one portion per meal.
- Culinary Services will provide printed dinner menus at the hostess desk daily.

Community Café Operations:

- Café hours will remain unchanged: 11:00 AM – 1:30 PM at Manor, Lakes, and North.
- The dining room will be closed for seating.
- The grill will remain open and will offer daily specials and always-available food items to go.
- The salad bar will remain closed. A premade salad of the day and pre-portioned sides will be provided.
- The make-your-own sandwich option will not be available at this time.

Market Place at Lakes:

- This location will remain open at this time. To support social distancing, Team Members will provide oversight, as needed.

The Overlook at North:

- This location will be Grab and Go only.
- Congregating and sitting in this location is discouraged.

Grab and Go Location at The Glen:

- Closed until further notice.

Thank you for your understanding and flexibility during this unprecedented time. Willow Valley Communities will continue to review the latest information available, and to implement and update policies, best practices, and proactive measures that help mitigate risk to the community. Please see the schedule below for your meal “pick-up” times.

Sharon— Sharon Habanec, Vice-President of Culinary Services

Willow Valley Communities
Meal Take-Out Schedule — (Community-Specific)

Culinary Services will monitor this schedule for one week. If modifications are necessary, an updated version will be distributed.