

September 11, 2020

Communiqué

Culinary Services Introduces *Resident Choice Dining!*

We are pleased to announce a carefully designed program that will give Residents the ability to dine in the Manor, Lakes, and North dining rooms with strict occupancy limits, social distancing, and sanitizing guidelines in place. This interim step towards resuming full in-house dining, at some point in the future, will give Residents the ability to make the personal choice to continue meal pick up or to enjoy eating their meal in the dining rooms. Unfortunately, we are currently unable to offer this program at Four Seasons at Spring Run because the restaurant does not provide sufficient space to safely allow Resident seating and the pickup of meals.

Beginning on Monday, September 14, **limited** in-house seating will be available for both the breakfast and the dinner meal. Our current food venue set-up will remain the same with all food and beverage items packaged to go. Whether you choose to continue with meal pick-up, or desire to dine in, we ask that you continue to adhere to the following guidelines:

- Please follow your current building schedule when coming down for meals.
- Wear a mask and maintain social distancing when waiting to enter the dining room and while moving through the food venue.
- Select ALL desired food and beverage items at one time.

If you desire to enjoy your dinner in the dining room, please follow these procedures:

- Arrive at the dining room during your pre-assigned meal pick-up scheduled time and request a table from the host/hostess. All arrangements to dine with others must be planned and agreed upon prior to entering the dining room. Advance registration is not available.
- Select all food and beverage desired in one trip, as you will not be permitted to return to the food venue after you are seated.
- Bypass the bagging station and seat yourself at your assigned table. Once seated, you may not ask to switch tables or join others. Tables have been set-up for appropriate social distancing.
- A server will provide you with hand sanitizer and wrapped silverware and will offer straws, iced water, and cups of ice for cold beverages.
- Due to the location of our coffee stations, we ask that you request coffee from your server; please do not approach the stations.
- Residents may take any remaining food home by requesting a small take-out bag from their server. Please don't approach the bagging stations after dining at a table.
- Upon finishing your meal, please put on your mask, leave silverware and food packaging on the table, and exit the dining room. Socializing after eating your meal is not permitted in order to allow others the opportunity to enjoy this option.

(over please)

Dining Room Occupancy and Sanitizing and Safety Protocols:

- Each dining room has been set-up to allow 6' between tables, which significantly reduces normal occupancy levels. For Resident Choice dining, two and four top tables will comprise up to 50% of the space available for seating.
- The dining room has been designed to avoid cross traffic between those choosing to dine in and Residents who will continue to pick up their meals to go.
- All tables and chairs will be properly sanitized between uses. Clean tables that are available for seating will be identified with proper signage. Minimal table service will be provided to keep our culinary team safe.

Some anticipated FAQ's include:

Is it possible to dine with my friend/family member who resides in a different hallway in my community and has a different scheduled meal pick-up time than I do?

Yes. We encourage Residents to minimize their social circle as much as possible, but will allow you to eat with others outside of your hallway. Please plan to meet each other at the dining room at either your or their assigned pick-up times. All members of your party must be present prior to requesting a table. A maximum of 4 Residents will be permitted per table.

Can I choose to dine with a friend or family member who does not reside in my home community?

No. We currently require Residents to utilize the dining venue in their home community so that we can manage the flow into the food venues, minimize waiting time, and allow for social distancing.

If a table is not available when I come down for my meal, can I be placed on a waitlist for a table to become available?

No. To avoid groups from congregating in the lobby, we cannot allow parties to wait for a table to become available. If a table is not available at the time you come in, you will need to take your meal to-go.

Please contact a Culinary Services supervisor with additional questions. We are excited to welcome you back to the dining rooms, based on your level of comfort, and look forward to serving you again soon.

Sharon— Sharon Habanec, Vice President of Culinary Services