



A MESSAGE FROM THE EXECUTIVE DIRECTOR

TOM FORD
EXECUTIVE DIRECTOR

March 18th, 2020

COVID19 Community Protocol Update

Dear Cardinal Residents and Family Members,

We continue to closely monitor the updates pertaining to the Coronavirus and want to continue to create a bubble of safety within the community for our residents and associates. The situation is changing rapidly in the U.S. and we want to be as proactive as we can to ensure our residents are safe and possible exposure to the virus is as minimal as possible. Effective Wednesday, March 18th, 2020, we will implement the following changes to current Coronavirus protocol that we implemented last week.

We are restricting ALL visitors for the entire community. This includes immediate family members for Independent Living. We are only allowing private duty caregivers and family members who provide hands on direct care for their loved one. If you are not providing hands on care, you are not permitted to visit. All outside services providers such as private housekeepers, pet groomers, contractors etc. will not be allowed to provide services for you at this time. Residents in The Pines cannot venture into IL common area spaces and must remain in The Pines. While we cannot prevent residents from leaving the community with family, we are strongly discouraging it at this time. If a resident does leave the community for any reason, they must be screened upon return at one of the main entrances. Our associates will also begin conducting random temperature screening on residents throughout the week.

Wellness will not hold programs for groups larger than 10 people in Independent Living and an RSVP is required to attend. The Fitness Studio will be closed for the foreseeable future. The Fitness Center will remain open between the hours of 8am - 7pm Monday through Thursday, 8am - 4:30pm on Friday, 9am - 4pm on Saturday, and 12 noon - 4pm on Sunday. We will not offer afterhours access to the Fitness Center to ensure the equipment is properly sanitized. There can be no more than 7 people in the Fitness Center at one time. Please wipe down the equipment before and after use. The Wellness Team will be creating a newsletter/booklet of activities and fun articles to distribute daily to our residents, so they are engaged. Residents can still socialize with each other on their own in small, group settings while practicing social distancing of 6 feet apart. We encourage residents to get exercise by walking the halls or taking a walk outside around Midtown Greene to get some fresh air.

The Front Desk or Wellness Team can assist you with ordering groceries. We have set up a community Instacart account and can place an order for you. You will need to give the front desk or a Wellness Team member your grocery list so they can place your order. Instacart will deliver your groceries to The Cardinal and The Cardinal will add the cost of your order to your next monthly statement. A Wellness

Team member can also assist you individually if you would like to set up your own Instacart account and order your own groceries. In addition to this option, our drivers, Tom and Paul, may be able to run to Harris Teeter or local pharmacy to pick up some items for you. Please call the front desk to check the drivers' availability.

The Rejuvenate Spa and Salon will close today, Wednesday, March 18th. We are not sure when we will re-open it.

Wellness team members can meet with residents in their apartment to assist with Facetime or video conferencing with your loved ones so you can stay connected. Please reach out to the Wellness team if you would like assistance video conferencing with any of your friends or family.

Housekeeping will begin operating with limited services in apartments to ensure that our housekeepers have more time to devote to deep cleaning and sanitizing all common areas that are touched frequently. Housekeeping will still arrive on their normally scheduled cleaning day for Independent Living, but will only take out trash, change bed linens and clean/sanitize the bathrooms. Housekeeping services will remain the same for all residents in The Pines.

The Bistro, Bleu and Pub will be closed beginning on Wednesday. The Overlook Restaurant will remain open for The Pines residents and tables will be rearranged for appropriate social distancing. The dining team will deliver meals to IL residents who order lunch and/or dinner to their apartment. Because of the changes to dining detailed below, we will NOT be charging meals to residents' account or monthly spend down. All meals will be included for the remainder of the month. Because we are temporarily doing away with the monthly spend down for meals, there will be an additional charge for wine and beer. New Dining procedures for IL are as follows:

1. Every evening beginning today, the dining team will deliver a menu/ordering guide to your apartment. The menus will be left at your door under the nameplate. Residents in IL will be asked to circle which entrée (choice between 2 options) they would like for lunch and dinner the next day. These order sheets can be left on the clip under your nameplate for a dining team member to pick up or dropped off at the front desk. All IL dining orders MUST be turned in by 10am for that day's meals.
2. Lunch meal delivery service will occur between the hours of 12 noon and 3pm.
3. Dinner meal delivery service will occur between the hours of 4pm - 7pm.
4. Any wine or beer order will be delivered between the hours of 3pm - 4pm. We are only able to fulfill orders for cans of beer or full bottles of wine. We will not be delivering liquor drinks. Available options and pricing: Coastal Vines Pinot Grigio, Chardonnay, and Cabernet Sauvignon - \$8.00/bottle; Hahn Pinot Noir - \$15/bottle; Miller Lite and Yuengling - \$3.00/can.

We thank you for your continued support and patience as we continue to navigate these uncharted waters. We understand that is a very frustrating and isolating time for all of you and hope you agree that these temporary actions are prudent. Our top priority is the safety of our residents and associates. As always, Mary Casey and I are available to answer any question you may have.

Sincerely,

Tom Ford,
Executive Director