



Independent Lifestyle ♦ Assisted Living ♦ Encore Memory Care

March 19, 2020

Dear Residents,

Starting tomorrow, **we are going to start serving all meals in resident apartments**. We continue to have **no** cases or concerns here.

Some of our oldest team members work in dietary, and to protect **both** you and them, we need to create a comfortable space for our team to fulfill their duties and be able to serve you with the social distance of at least 6' away. Our team is the greatest risk to each of you, so we have to "act as if we are a carrier" at all times until local cases decline.

We are trying to reduce fear and make everyone comfortable here. You are still **able to come out** of your apartments, but we have to **adjust** the serving experience to accommodate distancing.

We are going to have you order your meals **a day in advance** along with which delivery times you'd like to your apartment. All deliveries will be made to your apartment, and put inside your room on your kitchen countertop or dining table (whichever you choose).

After a few days, I am sure we will learn additional best practices to make this process more efficient and tolerable for all parties involved. We were hoping we wouldn't have to do this.

I am praying summer comes very soon.

A handwritten signature in black ink, appearing to read 'Jacqueline Sander', written over a light blue horizontal line.

Jacqueline Sander
Executive Director