



Reopening Plan – Senior Living

(contingent upon a state by state release of Shelter in Place program)

Phase 1 (14 days) Site Practices

- Continued use of daily screening logs. Screening logs also required for any non-employees that visit the office by appointment.
- Social Distancing Stickers/Labels in place.
- No non-essential visitors allowed to visit the community.
- PPE provided, with masks required.

Phase 2 (14 days) Site Practices *

- Continued use of daily screening logs. Screening logs also required for any non-employees that enter the office.
- Social Distancing Stickers/Labels in place.
- No non-essential visitors allowed to visit the community.
- PPE provided, with masks required.

Phase 3 (14 days) *

- Continued use of daily screening logs. Screening log also required for any non-employee that enters the office.
- Social Distancing Stickers/Labels in place.
- Non-essential visitors will be allowed in the community following proper daily screening.
- PPE provided, with masks recommended but not required unless otherwise defined by state requirements.

Phase 4 (ongoing) *

- Daily screening logs discontinued unless otherwise required state by state.
- Social Distancing Stickers/Labels in place.
- Non-essential visitors will be allowed in the community.
- PPE provided, with masks recommended but not required unless otherwise defined by state requirements.



Department specific guidelines outlined below

Life Enrichment

Phase 1 (14 days) Site Practices

- Social distancing signs in every common room.
- Not more than ten residents per activity.
- Residents will be required to wear a mask.
- DLE to coordinate with Housekeeping Supervisor the cleaning of the room(s) after each activity.
- Allowable activities (outside facilitators not allowed):
 - Skype Health and Mind Fitness
 - Skype Educational Lecture
 - Skype Travel Log
 - Skype Musical Concerts
 - Berliner Broadcasting
 - Movie Night
 - Outdoor Musical Concerts (if local authorities allow)
 - Current Event Forum (facilitated by DLE or onsite team member)
 - Weekly Sneak Peek (facilitated by DLE or onsite team member)
 - Executive Director Engagement
- Transportation
 - Only essential medical transportation. No more than one resident per ride. Resident must be in the rear seat. Driver and resident must wear a mask. If possible, allow outside air flow in the vehicle (example: sunroof and/or window slightly open). After each run, the Driver must disinfect the interior of the vehicle.

Phase 2 (14 days) Site Practices *

- Social distancing signs in every common room.
- Not more than ten residents per activity.
- Residents will be required to wear a mask.



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- DLE to coordinate with Housekeeping Supervisor the cleaning of the room(s) after each activity.
- Allowable activities (outside facilitators allowed):
 - In-Person Health and Mind Fitness
 - Outdoor Musical Concerts (if local authorities allow)
 - Educational Lecture
 - Health Advisory Talk
 - Technology Workshop
 - Book Club
 - Travel Log
- Transportation
 - Only medical transportation. No more than one resident per ride. Resident must be in the rear seat. Driver and resident must wear a mask. If possible, allow outside air flow in the vehicle (example: sunroof and/or window slightly open). After each run, the Driver must disinfect the interior of the vehicle.

Phase 3 (14 days) Site Practices *

- Social distancing signs in every common room.
- No maximum limit of participants. Still maintaining six-foot distance.
- Residents are recommended to wear a mask but not required unless otherwise defined by state requirements.
- DLE to coordinate with Housekeeping Supervisor the cleaning of the room(s) after each activity.
- Allowable activities (outside facilitators allowed):
 - Social Hour
 - Arts and Crafts
 - Culinary Demonstration
 - New Resident Welcome Reception
 - Resident Birthday Celebration
 - Live Musical Entertainment
 - Signature Event



- Transportation
 - Normal transportation. No more than one resident per ride in sedan. Resident must be in the rear seat. Bus not more than 50% capacity. Driver and resident(s) must wear a mask. If possible, allow outside air flow in the vehicle (example: sunroof and/or window slightly open). After each run, the Driver must disinfect the interior of the vehicle. Group outings are not allowed.

Phase 4 (ongoing) Site Practices *

- Social distancing signs in every common room.
- No maximum limit of participants. Still maintaining six-foot distance.
- Residents are recommended to wear a mask but not required unless otherwise defined by state requirements.
- All activities are allowed, including Educational Outing.
- Transportation
 - All transportation is allowed. No more than one resident per ride in sedan. Resident must be in the rear seat. Driver and resident(s) must wear a mask. Bus not more than 50% capacity. If possible, allow outside air flow in the vehicle (example: sunroof and/or window slightly open).

Dining

Phase 1 (14 days) Site Practices *

- All dining service non-meal programming is suspended.
- All meals will be delivered to resident apartments at no charge.
- Lunch will be added to the complimentary dining program.
- Select menus will be provided to the residents for their food choices.
- Staff will wear appropriate PPE including masks and gloves.
- All state and federal guidance pertaining to social distancing will be adhered to.
- Deep cleaning protocols will be undertaken to sanitize all contact surfaces.

Phase 2 (14 days) Site Practices *

- Breakfast and lunch delivery process continue.
- Dining Rooms open for dinner service only.
- Dinner service to occur in planned times to ensure not more than 50% capacity.



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- o Residents will be assigned a dining time (seating one or seating two).
- o There can be no congregation of residents waiting to be seated.
- o Residents must be immediately seated at any available table.
- o One Household permitted per table. Only residents who live in the same household may sit together for dinner.
- o Between seating practices will include cleaning and sanitizing tables & chairs, changing all table linens, and rotating place setting locations at the table.
- o All available dining spaces, including bistros and seldom used dining spaces will be used.
- o Social distancing practices will be enforced in the dining rooms and bistro space.
- o Bistro and bar will remain closed for their respective services, but tables may be needed for breakfast & dinner. Cocktails will still be available upon request in the dining room at dinner.
- o Residents will be required to wear masks when travelling throughout the community to and from the dining room.
- o Servers will be required to wear a mask and gloves.
- o Thorough and complete cleaning of tabletops and bottoms, chairs, armrests, and rails will occur after each meal period using approved tabletop food grade sanitizer.
- o Standardized process for proper ware-washing will continue and be monitored through visual inspection and logs.
- o Delivery charges remain suspended for dinner for those wishing to continue self-quarantine.
- No other dining activities will be available at this time.

Phase 3 (14 days) Site Practices *

- Mandatory breakfast delivery will end, and the dining room will open for extended hours to ensure not more than 50% capacity.
 - o Residents will be assigned a dining time and dining location to report to.
 - There can be no congregation of residents waiting to be seated.
 - Residents must be immediately seated at any available table.



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- o Breakfast will be ala carte only. No buffet or continental breakfast will be permitted.
- o Residents will be required to wear masks when travelling throughout the community to and from the dining room.
- o One Household permitted per table. Only residents who live in the same household may sit together for dinner.
- o Between seating practices will include cleaning and sanitizing tables & chairs, changing all table linens, and rotating place setting locations at the table.
- o All available dining spaces, including bistros and seldom used dining spaces will be used.
- o Social distancing practices will be enforced in the dining rooms and bistro space.
- o Bistro and bar will remain closed for their respective services, but tables may be needed for breakfast & dinner. Cocktails will still be available upon request in the dining room.
- o Servers will be required to wear a mask and gloves.
- o Thorough and complete cleaning of tabletops and bottoms, chairs, armrests, and rails will occur after each meal period using approved tabletop food grade sanitizer.
- o Standardized process for proper ware-washing will continue and be monitored through visual inspection and logs.
- o Delivery charges remain suspended for breakfast & dinner for those wishing to continue self-quarantine.
- Lunch delivery will end, and the Bistro will open for extended hours to ensure no more than 50% capacity.
 - o Lunch will return to ala carte, and resident charges will be reinstated.
 - There can be no congregation of residents waiting to be seated.
 - Residents must be immediately seated at any available table.
 - o Residents will be required to wear masks when travelling throughout the community to and from the dining room.
 - o Two resident per table permitted.



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- o Social distancing practices will be enforced in the dining rooms and bistro space.
- o Servers will be required to wear a mask and gloves.
- Dinner service to occur in planned times to ensure not more than 50% capacity.
 - o Residents will be assigned a dining time and dining location to report to.
 - There can be no congregation of residents waiting to be seated.
 - Residents must be immediately seated at any available table.
 - o Residents will be required to wear masks when travelling throughout the community to and from the dining room.
 - o Two residents permitted per table.
 - o All available dining spaces, including bistros and seldom used dining spaces will be used.
 - o Social distancing practices will be enforced in the dining rooms and bistro space.
 - o Bistro and bar will remain closed for their respective services, but tables will be used for dinner.
 - o Servers will be required to wear a mask and gloves.
 - o Thorough and complete cleaning of tabletops and bottoms, chairs, armrests, and rails will occur after each meal period using approved tabletop food grade sanitizer.
 - o Standardized process for proper ware-washing will continue and be monitored through visual inspection and logs.
- Limited dining activities to resume.
 - o Chef Demo to resume
 - Social distancing precautions will be enforced.
 - Not more than ten residents per activity.
 - Residents will be required to wear a mask to, from and during activity.
 - o Signature Dinner to resume
 - Only menu the theme menu will run, along with some appropriate décor.
 - Distancing rules still apply as does the two resident per table rule.



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- Self-serve programming remains suspended.
 - Indulge Water station
 - Fresh baked cookie display
 - Fresh hand-fruit bowl
 - Continental breakfast
 - Breakfast buffet
 - Sunday Brunch

Phase 4 (ongoing) Site Practices *

- Resume all dining operations as normal
- Resume all room delivery charges
- Residents are recommended to wear a mask but not required unless otherwise defined by state requirements

Housekeeping/Maintenance

Phase 1 (14 days) Site Practices: *Contingent upon COVID pre-disposition.*

- **COVID sanitation will be required for those units housing residents testing positive prior to housekeeping services.**
- All residents and caregivers must wear masks and gloves while housekeeping/maintenance staff are present
- Daily Housekeeping practices of common areas will continue to include additional cleaning of all handrails, doorknobs, elevators and other commonly used furniture and equipment.
- Housekeeping will complete a deep clean of all furniture, fixtures, and equipment in common area rooms after each group activity
- All housekeeping staff are required to wear masks and gloves during working hours in common areas. Room cleans will require masks, gloves, and face shield.
- Room cleaning will commence with limited service. Room cleans will consist of cleaning bathroom, kitchen, and bedrooms to include laundering of linens and towels
- Room cleaning schedules will be completed by floor
- All equipment is to be sanitized between resident rooms
- Additional services will be limited to emergency cleaning only



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- Maintenance services will be limited to emergency work orders only
- Maintenance is to wear gloves and mask with possible face shield dependent upon work order
- Only vendors providing essential services will be admitted into the community following proper PPE guidelines

Phase 2 (14 days) Site Practices *

- All residents and caregivers must wear masks and gloves while housekeeping/maintenance staff are present
- Daily Housekeeping practices of common areas will continue to include additional cleaning of all handrails, doorknobs, elevators and other commonly used furniture and equipment.
- All housekeeping staff are required to wear masks and gloves during working hours in common areas Room cleans will require masks, gloves, and face shield.
- Housekeeping will complete a deep clean of all furniture, fixtures, and equipment in common area rooms after each group activity
- Room cleaning will commence with full service to include vacuuming
- Room cleaning schedules will be completed by floor
- All equipment is to be sanitized between resident rooms
- Additional services will be limited to emergency cleaning only
- Maintenance services will be limited to emergency work orders only
- Maintenance is to wear gloves and mask with possible face shield dependent upon work order
- Only vendors providing essential services will be admitted into the community following proper PPE guidelines

Phase 3 (14 days) *

- All residents and caregivers must wear PPE while housekeeping/maintenance staff are present
- Daily Housekeeping practices of common areas will continue to include additional cleaning of all handrails, doorknobs, elevators and other commonly used furniture and equipment
- All housekeeping staff are required to wear masks and gloves during working hours in common areas Room cleans will require masks, gloves, and face shield
- Housekeeping will complete a deep clean of all furniture, fixtures, and equipment in common area rooms after each group activity



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- Room cleaning will commence with full service
- Room cleaning schedules will be completed by floor
- All equipment is to be sanitized between resident rooms
- Additional housekeeping services will be available
- All Maintenance services will be available
- Maintenance is to wear gloves and mask with possible face shield dependent upon work order
- Only vendors will be admitted into the community following proper PPE guidelines

Phase 4 (ongoing) *

- All housekeeping and maintenance services will be available
- All employees, residents and caregivers must follow proper PPE guidelines

Sales

Phase 1 (14 days) Site Practices

- Continue Virtual Tours and Connecting, spend your time connecting and providing resources.
- Creative follow-up for Prospects
 - o Personalize creative follow ups. Drop off items that you have learned that they like, however, they may not have access to during this time (wine, popcorn, etc.).
 - o Deliver your prospect blank notecards and postage, so they are equipped to reach out to their loved ones with a personal note without going to the post office.
 - o Mail a hand-written letter with packets of seeds for any prospect that has a green thumb.
 - o Use social media to your advantage.
- Move ins to be conducted by appointment.
 - o All Move-ins will need to be communicated to surrounding residents and scheduled in the specific timeframe.
- All new move-ins will be subjects to 14-day quarantine (if testing is more becomes more available, we will work to incorporate this into the Move-in process).



Phase 2 (14 days) Site Practices *

(Phase 1 Items Continued)

- Continue Virtual Tours and Connecting, spend your time connecting and providing resources.
- Creative follow-up for Prospects
 - Personalize creative follow ups. Drop off items that you have learned that they like, however, they may not have access to during this time (wine, popcorn, etc.).
 - Deliver your prospect blank notecards and postage, so they are equipped to reach out to their loved ones with a personal note without going to the post office.
 - Mail a hand-written letter with packets of seeds for any prospect that has a green thumb.
 - Use social media to your advantage.
- Move ins to be conducted by appointment.
 - All Move-ins will need to be communicated to surrounding residents and scheduled in the specific timeframe.
- All new move-ins will be subjects to 14-day quarantine (if testing is more becomes more available, we will work to incorporate this into the Move-in process).
- Restrict Marketing Events

Phase 3 (14 days) *

- Prospective residents will be able to enter through the front door freely, contingent upon maximum occupancy that allows for safe social distancing and use of required PPE (face mask, gloves)
- Marketing Events to resume with limit of 10 guests (Social distancing guidelines followed).

Phase 4 (ongoing) *

- Full Sales operations in place.

* Contingent Upon No Diagnosed COVID-19 Cases Within the Community Team or Residents