

UPDATE TO BAY VILLAGE RESIDENTS FOR DECREASING RISK OF COVID-19 (Coronavirus)

Update as of March 20, 2020 (See Dining Services Info. for update)

As part of our on-going effort to reduce the risk of any Bay Village resident, staff member, or guest being infected with the Coronavirus (COVID-19) we have implemented the following:

INDEPENDENT LIVING

Living in the “Sunshine state” is definitely to our benefit at this difficult time. Please get outside and enjoy the fresh air and sunshine. Walk along our walking paths, sit outside by the pool or stroll through the butterfly garden. These activities would be beneficial for everyone.

The term “Social Distancing” is extremely important at this time. This means you should never be closer than 6 feet to someone. You should not be meeting in groups larger than ten people. Please limit your exposure to the general public and exercise good handwashing anytime you leave your apartment.

If you are sick with a temperature please “self-isolate” and contact your personal physician.

We highly encourage you to cancel all visitors you have invited to Bay Village.

VISITORS/STAFF

We are currently **restricting** anyone who shows signs or symptoms of an infection based on the screening tool. We are **restricting** entry into our community for individuals who have traveled by air domestically/internationally or have been on a cruise ship within the last 14 days.

ACTIVITIES

All scheduled activities are cancelled until further notice. This means no exercise classes, speakers, movies or outings at this time.

We will be giving an exercise update next week as we explore our online or Touchtown options.

BEAUTY SHOP

As of this date the Beauty Shop will remain open with enhanced infection control measures.

COFFEE AREA

Coffee is still being provided on the first floor each morning. During this time we respectfully request that you get your coffee and continue on with your day. It is discouraged to sit in groups as this raises your risk of infection.

DINING SERVICES TEMPORARY PLAN – See below for specifics.

CONSTRUCTION

In order to minimize the number of vendors on the campus we are implementing the following:

10th Floor Renovation: We will be getting the 10th floor back to decent living condition by putting in the ceiling in the elevator lobby and corridors. We will also paint the plywood on the columns. After that is completed all ME&S construction workers will be leaving the Bay Village campus until further notice. All construction workers will be off the property by next Friday March 27th.

12th Floor Renovation: This is on hold until further notice.

Apartment Renovation: Apartment renovation for all new move-ins will cease by this Friday, March 20th. This allows the workers time to finish what they are currently working on. This will delay the move-in of all new incoming residents.

Please note that any personal construction or work that residents have hired on their own will need to be cancelled as we will not be permitting vendors on the property.

HOSPITALITY SUITES: Guest suites are closed currently through the end of April. Any current bookings are being cancelled. We will re-evaluate the situation in April to determine if this precaution will need to be extended.

PUBLIX SHOPPING: We will not be running a shopping bus effective immediately. The Resident Services Department can assist residents in using Instacart to have Publix orders delivered. Please bring down a personal credit card for your order. If you do not have a credit card we will charge to Bay Village and it will then show up on your monthly statement.

HEALTH CENTER/ASSISTED LIVING

Visitors – We are currently **restricting all visitors**. All visitors are encouraged to use electronic options (ie. Facetime or Skype) to visit resident's in these areas. There are several exclusions for end-of-life residents. Please contact Shirley Laurence, Director of Health Services (966-5611 Ext. 4010) if you questions regarding any exclusions.

Staff/Vendors – We are currently **restricting** anyone who shows signs or symptoms of an infection based on the screening tool and those individuals who have traveled by air

domestically or internationally or have been on a cruise ship within the past 14 days. Vendors are **restricted** to those who are providing/performing a service. We are not accepting those who are making sales calls or other types of unnecessary visits at this time. Private duty companions are **restricted**. Private duty C.N.A.'s and H.H.A.'s who have proof of licensing are not restricted.

UPDATE 3/20/2020

Main dining room is closed to “eat-in” dining Temporary Dining Plan

Room Service delivery fees have been temporarily waived.

Please note that at this time we are unable to provide meal receipts with account balances at the time of meal pick-up. You may call the following morning to Ext. 2114 for your account balance.

If you are trying to call Ext. 2114 and it is busy please try back in a few minutes as we are experiencing a heavy call volume.

Breakfast

- Residents can pre-order the evening before by 7:00 p.m.
- There will be a basket that residents can drop off their menus in front of the dining room.
- At 8:00 a.m. residents may come to the Poolside Café and order their meal at this time if they have not already pre-ordered it.
- Meals will be put in a take-out container & bag.
- A La Carte pricing will apply.
- Room service will be available for those who order it .

Lunch

- Room Service orders need to be ordered by 11:00 a.m.
- Residents can pre-order lunch before noon (ext. 2114) for pick-up.
- Residents will come to the front of the dining room to either place order or pick-up “pre-ordered” meal.
- Chairs will be spaced appropriately in the front of the dining room so residents can sit while they wait for their order. Additional seating will be in the lobby and the living room or you may opt to come back in a few minutes for order pick up.

Please be advised that Poolside Dining is closed for dinner however the deli will remain open for lunch for both residents and staff

Dinner

- Residents can pre-order dinner for pick-up before 4:00 p.m. ext. 2114
- We respectfully request that Residents come down in the following order to avoid everyone coming down at the same time. If you have pre-ordered please come down at your designated floor time for meal pick up.

4:00 p.m. – 4:45 p.m. Floors 3, 4, 5, & 6

4:45 p.m. – 5:30 p.m. Floors 7, 8, & 9

5:30 p.m. – 6:15 p.m. Floors 10, 11, & 12

- If you have not pre-ordered your meal order will be taken by the server.
- **Room Service deliveries** will be at **3:45 p.m.** (ordered by 2:30 p.m.) and **6:15 p.m.** (ordered by 5:00 p.m.)
- Chairs will be spaced appropriately in the front of the dining room so residents can sit while they wait for their order. Additional seating will be in the lobby and the living room or you may opt to come back in a few minutes for order pick up.
- There will be no alcohol sales for take-out or pick-up.

Senior Management at Bay Village is doing everything in their power to protect Bay Village residents and staff from becoming ill with COVID-19. The team meets on a regular basis to discuss changes and updates per CDC and the Florida Department of Health Guidelines.

We respectfully request that you please have patience with these new procedures and understand that we will have to make changes as we go along this process. We are all in this together and now more than ever we have to bond together like the Bay Village family we are.

Respectfully,

Bay Village Management Team