

March 2nd, 2021

To Our Residents and Family Members of Noel Manor,

As we continue to prioritize the health and safety of our Community against COVID-19, we are also eager to phase in additional opportunities for socialization and interaction. Following the completion of our first two Vaccination Clinics and thanks to the diligent efforts of our residents, families and team members, we are looking forward to opening up our Community regarding socially distanced activities, socially distanced dining and additional visiting opportunities.

All revisions will still follow the strict guidelines of social distancing, proper PPE usage, hygiene practices, and screening efforts while attempting to improve the overall emotional and mental health of our residents and families. We hope, by providing more opportunities while also maintaining our efforts of protection, that we will continue to move forward in a positive direction.

Socially Distanced Activities – 03/01/21

We continue to phase in more creative and abundant ways for our residents to socialize and participate in group activities.

- Our smaller-group activities will continue to be supplemented with slightly larger-group opportunities.
- Live entertainment will return to the property for specific events, happy hours, etc. beginning **Friday, March 12th**. All entertainers will be screened upon entry and perform in a protected location or behind a screen.
- The Fitness Center re-opened on **Monday, March 1st** for use per the posted guidelines.
- Residents are able to access and interact in the common areas provided all social distancing guidelines are maintained.
- Activity departments will be offering new and exciting programs as well as reinstating existing favorites. For additional details or specific activities, please check out our upcoming calendar.

Face masks will continue to be required at all times while in common areas and participating in activities.

Socially Distanced Dining – 02/01/21

Our residents and team members have all looked forward to returning to the Dining Room.

- Socially distanced group dining began with breakfast on **Monday, February 1st**.
- Meal Service Times:
 - **Breakfast** 7:00 AM to 9:30 AM
 - **Lunch** 11:30 AM to 1:00 PM
 - **Dinner** 4:30 PM to 6:00 PM

- The seating area is pre-arranged by the Culinary team to ensure social distancing, so please do not move any place settings or sit at a dirty spot. We want to ensure the Culinary team cleans and preps each place for the next resident.
- For residents who do not receive Assisted Living Services, charges for third meals will be reinstated (billed per meal to monthly rent statements).
- If a resident chooses to receive in-room delivery for a meal, they must do so by **advanced request only** and will incur a fee per our Agreement.
- If a resident is feeling unwell or experiencing health concerns, in-room meal delivery will be accommodated.

Face masks will continue to be required at all times while in common areas and participating in activities.

Visiting Opportunities – 03/08/21

In order to ensure the emotional and mental wellbeing of our residents and families is maintained, we will begin to open up our Community to allow for additional visiting opportunities.

Beginning on **Monday, March 8th**, scheduled **In-Room Visits** will be allowed for family members and loved ones.

- In-Room Visiting Hours: 9:00 AM to 5:00 PM Monday through Friday.
- In order to facilitate scheduling as many visitors as we can, visiting slots will last two hours.
- Visiting slots will accommodate up to two visitors, no children under the age of 12 at this time.
- In order to control the number of visitors in the building at any given time and to also allow all residents to have visitors, there may be limits on the permitted number of visits each week.

All In-Room Visitors must:

- Schedule their visit 24 hours in advance.
- Complete our COVID-19 screening process prior to the visit.
- **Wear a mask AND face shield at all times.** You must provide your own mask and face shield. If you are unable to provide one, we will provide one to you at a small cost.
- Follow social distancing guidelines at all times.
- Follow all other guidelines implemented by Noel Manor.

To schedule an In-Room Visit, please contact the front desk at **(608) 620-6010** and any additional instructions surrounding your visit will be provided. If you anticipate being unable to provide proper PPE (face mask and shield), please let the front desk know, and we can provide items for purchase at the time of your visit.

In addition, our Visiting Booth remains open for scheduled visits from 9:00 AM to 5:00 PM daily. We also continue to encourage Skype, FaceTime, iN2L and Zoom calls in order to stay connected.

If a community experiences a case of COVID-19, we will be forced to go backwards in phases to protect the residents and staff. To avoid this scenario, it is up to our residents, staff and families to follow the rules we have instituted in order to help keep everyone healthy.

It continues to be a privilege to serve you and your loved ones. We thank you all for the continued cooperation and support as we all work to navigate this difficult time together. We remain grateful for each of you choosing to be a part of our Community.

If you have any questions, please reach out directly to your Executive/Community Director.

Sincerely,



Julie Lonergan, President
Park Vista Senior Housing Management, LLC