



April 13th, 2021

Hello RoseWood Village Greenbrier Friends and Families,

We are pleased to see our residents enjoying themselves in the dining room during mealtimes and the socialization that mealtime brings while everyone enjoys their meals on fine china. As COVID restrictions continue to lift we would like to resume normalcy here at RoseWood, including requesting residents to be present in the dining room at mealtimes. Per our policy and lease agreement, all meals are typically served to residents in the dining area. Residents shall, however, be given the opportunity to have meals delivered to rooms during temporary illness, or for special circumstances approved by the ED. Charges for meal delivery to room without special permission will be billed to the resident at a rate of \$5.00/meal beginning April 19th, 2021. Per the CDC guidelines we will continue to encourage our residents to wear a face mask while entering and exiting the dining area. Hand sanitizer will be placed at each entrance and exit to facilitate hand hygiene.

We also wanted to take this opportunity to review the guidelines for scheduling visits and visiting with residents and remind you of the current policy we have in place for visiting

- All visits will need to be scheduled with the concierge at least 24 hours in advance. We will not be able to accommodate "Drop in" visits at present time.
- All visitors will enter through the front door and complete the screening that is located at the front desk. Please practice good hand hygiene before and after your visit.
- After screening is completed, visitors will be escorted to the resident's apartment where the visit will occur. All common areas (dining and activity) will be off limits. Visitors will be escorted back to the front entrance at the end of their visit. If a visitor wants to end the visit earlier than the allowed time visitors may call the front desk to be escorted.
- Visitors should wear their face covering the entire time that they are within the community.
- Visits will be available to schedule 7 days a week from 9-4:30 PM.
- Visits will be limited to two family members/friends per scheduled visit for a one-hour session.
- Visitors are to only have contact with their loved ones. Please do not visit other residents, we will let you know when we are able to open up social visiting.

Your patience and support throughout this journey are so appreciated. Please reach out with any questions that you have.

Warm Regards,

Christine Wright, ED