



A MESSAGE FROM THE EXECUTIVE DIRECTOR

CHRISTINA DRISCOLL
EXECUTIVE DIRECTOR

March 18, 2020

Dear Residents, Families, and Associates of First Colonial Inn,

Thank you for your continued support as we monitor the ongoing Coronavirus situation. Based upon the latest Local/State/Federal guidance we have made additional changes to our dining protocol. The changes are highlighted below:

DINING UPDATE

- 1 resident per table will be seated; additional residents will not be allowed to join in if someone leaves a table as we will require all tables to be fully sanitized upon dining completion
- No saving or selection of tables and/or seats; you will be allowed entry to the dining room for seating once your reservation has been verified at the hostess stand
- Chesapeake Dining Room will be restricted for use by Assisted Living residents only, specifically those who need additional assistance/oversight during mealtime; Assisted Living residents who do not require assistance will still be able to dine in Water's Edge/Bistro
- Daily reservations (max 24-48 hours in advance), made via the Front Desk, will be required for dining in Water's Edge / Bistro
- Limited seating in dining areas may require you to alter your "routine" schedule or you may opt to choose for delivery service (no charge) if table seating is not available at your desired mealtime
- As we move through this process together we may need to alter plans and/or menus; we appreciate your patience and understanding

DINING ROOM HOURS & ALTERED CAPACITY CHESAPEAKE DINING ROOM

(limited to Assisted Living Residents only)

- Opens at 7:30am and will remain open all day with last walk in service at 5:30pm
- Capacity of 15 people when all tables occupied
- No reservations necessary; if seating is unavailable at the time you arrive, we can contact you as soon as a table is available, or you may opt for free delivery to your apartment
- Free delivery to your apartment is available during these hours to anyone who would prefer this option

WATER'S EDGE / BISTRO (open to all Independent Living residents and to Assisted Living residents who do not require resident care associate assistance and/or oversight)

- Opens at 7:30a and seating times by reservation will continue hourly with last seating at 5:30pm
- Hourly seating times will alternate between Water's Edge and the Bistro
- Water's Edge Capacity: 16 people when all tables occupied
- Bistro Capacity: 16 people when all tables occupied

- Reservations will be taken daily by Front Desk via phone or in person (we will be accepting reservations on a 24-48 hours advance notice only/no standing reservations at this time)
- Free delivery to your apartment is available during these hours to anyone who would prefer this option

In addition to the dining changes we also wanted to inform you of further changes/updates as of today:

- The exterior door key fob system has been deactivated; we are requiring all residents, guests, and associates to enter and exit the community via the front door only; all other doors will be locked for entry and will only be utilized for emergency purposes and/or if deemed essential for operational use on a case by case basis. We strongly discourage you from leaving the community unless medically necessary. If there is anything we can assist you with to avoid having to leave please let us know as we are more than willing to help.
- The Grange and Country Kitchen areas have been locked and will be unavailable for resident use; these rooms will be utilized for operational needs at this time
- We are working on a solution for dog owners to have a safe pet station in the middle courtyard; we will update the dog owners as soon as we have it in place
- We will be posting the daily menu on your door in the evening so that you have it handy in the event you would like call down for delivery
- We appreciate you for your understanding and support of the team; the threat of the Coronavirus is scary for all of us and we know the ongoing changes are hard; our goal is to maintain the safety of the community and all who live and work here

As a reminder we are restricting ALL visitors except those deemed “Essential” as follows:

- “Compassionate” visits (only in instances of end-of-life)
- Individuals directly providing essential health services

These visitor restrictions prohibit family, friends, clergy, salon and other personal services providers, private duty aides, entertainers, and all other individuals deemed “non-essential” at this time. We apologize for the impact this may have on your “normal” visitation frequency, and we appreciate your support of our desire to prioritize the health of our residents. Once environmental conditions dictate, our standard practices will be re-established.

We continue to monitor the latest news and guidance and will keep you informed of any additional changes as often as possible via overhead PA announcements and door postings to residents along with emails to residents and families. If you would like us to add another family member on to the email distribution list please don’t hesitate to let us know. Please let me know if you have any concerns or questions.

Sincerely,

Chrissy Driscoll
Executive Director

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ADDITIONAL RESOURCES

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<http://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/>