ENCORE SENIOR OPTIONS REOPENING PLAN

PHASE 4: REVITALIZATION

Restore Illinois Plan

Phase 4 of the Restore Illinois Plan begins to allow social activities with social distancing policies in place. Restaurants and bars may open with limited capacity following strict public health procedures, including the use of personal protective equipment for employees. Childcare and schools reopen under guidance from the Illinois Department of Public Health. Gatherings of up to 50 people will be permitted.

Health Care: All providers are open within the allowances of IDPH.

All outdoor recreation is allowed.

All barbershops, salons, spas and health and fitness clubs may open with capacity limits and IDPH approved safety guidance, which may vary based upon residential locations and subject to local jurisdiction requirements.

Entertainment: All cinema and theaters may open with capacity limits and IDPH approved safety guidelines.

Retail establishments may open with capacity limits and approved IDPH approved safety guidance.

FSO Communities will operate in a consistent fashion adapting specific operations to resource availability, resident and associate safety and general community conditions consistent with best professional and regulatory guidance, including but not limited to:

1. The Restore Illinois Plan regional measures:
    a. At or under a 20% positivity rate and increasing no more than 10 percentage points over a 14-day period, AND
    b. No overall increase (i.e. stability or decrease) in hospital admissions for COVID-19-like illness for 28 days, AND
    c. Available surge capacity of at least 14% of ICU beds, medical and surgical beds, and ventilators.
2. The consideration of COVID-19 cases within the local geography of each community.
3. The number of COVID-19 cases within the respective FSO communities.

FSO may implement changes to all or a portion of this plan as it may judge prudent. These factors, in addition to requirements of law, regulation or ordinance and sound business practice will all be considered in the operation of our communities.

FSO

Operational adjustments will be made in Lifestyles activities, Life Enrichment activities, dining, resident committee meetings, housekeeping and visitation policy.

Social Engagement

The Social Engagement section includes the fitness center and pool, delivery of programs for social engagement and group programming, organized resident interactions and volunteer programming and will serve as the initial focal point for service and program opening emphasizing *internal opportunity* creation and service.

Fitness Center

Encore Village ***Reservations 7/15/20***
Programming Starts Week of 7/27/20

The fitness center will open during Phase 4. Social distancing, hand sanitizer, masks and equipment disinfection will be the standard of practice. Four (4) residents will be

allowed in the equipment area and 12 residents will be allowed in the classroom area to maintain social distancing.

Reservations

- The Fitness Specialists will take reservations for outdoor and indoor classes as well equipment workouts. Residents will follow directions in The Village Weekly on how to make reservations at the designated times.
- Each class or workout will be approximately 30 minutes with time to sanitize the equipment or chairs.

Attendance

- Attendance will be taken by the Fitness Specialist.
- Residents will hand sanitize as they enter the room.
- Spacing of 6 feet will be designated on the floor for attendees to physical distance.

Welcome and Instructions

- Fitness specialist will announce the health and safety rules.
- Residents will wear masks properly during entire time inside the fitness center and hallway.
- Residents unwilling to comply with the rules, may be asked to leave.

Disinfecting and Sanitizing Spaces:

- All chair arms will be sanitized before and after programs.
- All residents will be required to use hand sanitizer as they enter the program.

GreenFields

Reservations 7/15/20
Programming Starts Week of 7/20/20

The fitness center will allow 4 residents at one time to exercise. Social distancing hand sanitizer, masks and equipment disinfection will be the standard of practice. Classes will be in Encore Hall and limited to a maximum of 20 residents.

Reservations

- The fitness specialist will take reservations for the fitness center.
- Each time slot is 45 minutes long with time to sanitize the equipment.

Attendance

- Residents will sanitize their hands before entering the fitness center or Encore Hall for fitness classes.
- Fitness center specialist will monitor residents to ensure that they maintain social distance in the fitness center.

Welcome and Instructions

- Fitness specialist will announce the health and safety rules
- Residents will wear masks properly during entire time inside the fitness center and hallway.
- Residents unwilling to comply with the rules, will be asked to leave.

Disinfecting and Sanitizing Spaces

- Fitness specialist will sanitize all equipment.

Pool

Reservations 7/20/20
Programming Starts Week of 7/27/20

Encore Village

- Pool services will reopen in a limited fashion. Signage at the pool entrance will be displayed with guidelines for face coverings, social distancing and cleaning protocols.

Schedule

- Pool classes will be scheduled in the morning on Mondays, Wednesdays & Fridays
- Pool lap swim or walking laps will be in the morning on Tuesdays and Thursdays
- Limit of 9 residents in each class and 4 residents for laps.

Reservations

- Residents will reserve with a Fitness Specialist. Residents will follow directions in The Village Weekly on how to make reservations at the designated times.

Attendance & Instruction

- Attendance will be taken by a Fitness Specialist.
- Residents will wear their swimsuit under an appropriate cover-up and bring their own towels. A towel will be provided if resident does not have one but must remain in the pool area.
- Residents using the pool will need to have temperatures taken, maintain social distancing and will wear a mask up until the point of pool entry.
- Residents must enter through the glass door entrance. Locker rooms and showers will not be available in the pool area.
- Associates leading classes or managing the pool area will have been screened at AMITA, will wear masks and will maintain social distancing.
- Residents must rinse off using the shower in the pool area and use hand sanitizer.
- Instructor teaches from pool deck.

Disinfecting and Sanitizing

- Fitness Specialist sanitizes railings and shower knobs after each class.
- Housekeeping will clean the locker rooms and pool twice a day to keep these areas disinfected.

Delivery of Programs for Social Engagement and Group Programming

The plan is based on capacity of the facility used and scheduling allowing for social distancing of 6 feet. All programs will be managed and hosted by Lifestyles/Life Enrichment staff including reservations, attendance, set up for social distancing, sanitation of equipment, hand sanitizing and wearing masks.

The community may post capacity signage where applicable to maintain social distancing.

Encore Village ***Reservations 7/15/20***
Programming Starts Week of 7/27/20

Assembly Hall:

- 45-49 chairs will be set up with a spacing of 6 feet between each chair.
- Chairs should not be moved by residents.
- Lifestyles staff will rearrange chairs to default if they get displaced during program.

Sarah's Grove

- 20 chairs will be set up with a spacing of 6 feet between each chair.
- Lifestyles staff will rearrange chairs to default if they get displaced during program.
- Large TV Screen will be set up and AH program will be streamed into Sarah's Grove live.
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Reservations

- Large programs will require reservations with limits based on the room (s).

Attendance

- Spacing of 6 feet will be designated on the floor for attendees to physical distance

- Attendance will be taken by the host.
- Residents will always wear masks and hand sanitize as they enter the room.

Welcome and Restrictions

- Prior to each performance, the host will welcome residents and introduce the entertainer or speaker.
- The host will remind residents of the health and safety rules.
- The host will remain inside or right outside to monitor residents and remind individually of the rules if needed.
- Residents will be asked to leave the event if they are unwilling to comply with the rules.

Entertainers & Speakers

- Upon scheduling, entertainer or speaker will be asked to sign a waiver/letter of agreement of the health and safety restrictions in addition to allowing us to record and/or stream the performance.
- Entertainers or speakers will be asked to do 2-3 shows/programs depending on popularity. Each program will be approximately 30 minutes to allow for sanitizing and attendance in between.
- Upon arrival to the campus, the entertainer or speaker will be screened including temperature testing and will wash hands or sanitize hands prior to entering the performance venue.
- Entertainer will use their own equipment. Speaker will use our sound system and power point laptop which will be sanitized by the host following the event.
- Programs featuring entertainers or speakers will be streamed onto channel 1902 for those residents not wishing to participate in a group setting.

Disinfecting and Sanitizing Spaces:

- All chair arms will be sanitized before and after programs by Lifestyles host.
- All residents will be required to use hand sanitizer as they enter the program
- Gatherings of 50 or fewer will be allowed and will require social distancing, masking and hand washing.
- Entertainers and from the greater community will be screened, temperatures taken, and will wash hands/hand sanitize at designated screening points.
- Residents playing billiards, ping pong, shuffleboard and using the putting green are responsible to social distance, wear masks, disinfect all used equipment with disinfectant wipes provided.

GreenFields

Reservations 7/15/20
Programming Starts Week of 7/15/20

Encore Hall South

- 20 chairs will be set up with spacing of 6 ft between each chair.
- Video camera or new live camera will be set up to record or live broadcast events on channel 992.

Encore Hall North

- Tables set up with 10 chairs total. Chairs will be 6 ft apart.

Reservations

- Reservations will be taken at the front desk with limits based on the room(s).

Attendance

- Attendance will be taken by host.
- Residents will hand sanitize as they enter the room.
- Residents will wear their masks for the duration of the activity.

Welcome and Restrictions

- Prior to each event, the host will welcome residents and introduce the entertainer or speaker.
- The host will remind residents of the health and safety rules.
- Residents may be asked to leave the event if they are unwilling to comply with the rules.

Entertainers & Speakers

- Entertainers will do their show for the small live audience. The show will be recorded and played the following week on channel 992. Once our live camera is up and running events will be livestreamed to channel 992.
- Upon arrival to the campus, the entertainer or speaker will be screened including temperature testing and will wash or sanitize hands prior to entering Encore Hall.
- Entertainers will use their own equipment. Speakers will use our sound system presentation laptop which will be sanitized by the host after the event.

Disinfecting and Sanitizing Spaces

- All residents will be required to use hand sanitizer as they enter Encore Hall.

- Gatherings of 50 or fewer will be allowed and will require social distancing, masking and hand washing.
- Entertainers from the greater community will be screened, temperatures taken and will wash hands/hand sanitize at designated screening points.

Resident Organized Interactions

Resident Association Activities

Open to Residents 7/15/20

Resident association activities must be conducted consistent with the FSO reopening Plan.

Residents will be able to gather in committee meetings.

Residents will reserve meeting space in the manner, in which they did prior to COVID-19 at their respective communities.

Meeting space must be large enough to accommodate social distancing and needs to be scheduled using previously established practices.

Residents must wear masks, practice social distancing and practice hand washing.

Larger committees, such as Resident Council, will be able to meet if groups are less than 50 and social distancing and masking can be maintained.

Board Games and Card

Games *Encore Village*

Reservations 2/8/21, Open to Residents 2/13/21

Residents will be able to partake in these activities. If you wish to reserve a space or room, please call Jill x5420 to confirm prior to setting up your game. Jill can also advertise your game for you on the CareMerge calendar in order to communicate. Please note the following guidelines must be followed.

- A resident leader will be present to supervise and remind of the guidelines.
- Participants will always be masked. Unmasked residents will be asked to return home to retrieve a mask.
- Residents will hand sanitize upon entering the game area. Residents will hand sanitize again when moving table to table.
- Maximum of 4 participants at each table. If chairs are moved to accommodate more than 4 participants, residents may be asked to discontinue playing the game.
- Each area or room will have a participation maximum. If residents exceed the maximum, they may be asked to discontinue play.

- Residents are asked to maintain distancing at the tables during play.
- Leaders will advise Jill x5420 if games or cards are needed. These cards will be kept by the leader and used for that specific group.

If COVID percentages rise, these activities may be cancelled.

GreenFields ***Reservations 2/8/21, Open to Residents 2/15/21***

Residents will be able to partake in board games and card games. If you wish to reserve a room, please call Sue at x7924 to confirm prior to setting up your game. Karen can advertise your game for you on the CareMerge calendar as well. The following guidelines must be adhered to:

- A resident leader will be present to supervise and remind residents of the guidelines.
- Participants will always be masked. Unmasked residents will be asked to return home to retrieve their mask.
- Residents will hand sanitize upon entering the game area. Residents will hand sanitize again when moving from table to table.
- There is a maximum of 4 participants at each table. If chairs are moved to accommodate more than 4 participants, residents may be asked to discontinue playing the game.
- Each area or room will have a participation maximum. If residents exceed the maximum, they may be asked to discontinue play.
- Residents are asked to maintain distancing at the tables during play.
- Resident leaders will advise Karen x7928 if games or cards are needed. These supplies will be kept by the leader and used for that specific group.

If COVID cases rise, these activities may be cancelled.

Salon *Encore*

Village

Reservations 6/1/20 – Salon Service Starts 6/8/20

Based on our requirements, the salon in Bridgewater Place will operate in a manner acceptable to Encore Village which includes:

- Call the salon for reservations.
- Masks to be worn by salon staff and residents.
- Sanitation procedures followed with each customer that includes each styling station be wiped down with an EPA registered disinfectant before and after each appointment

- Disinfected capes, linens, tools, implements and brushes will be used for each client.
- Social distancing guidelines will be followed.
- Salon will utilize every other salon station and shampoo bowl.
- Appointments will wait outside the salon with social distancing.
- No food or drink will be served in the waiting area of the salon.

IDPH does not currently allow the reopening of the Briarwood salon. Upon IDPH changing their requirements the salon will open consistent with the new requirements.

GreenFields ***Reservations 6/15/20 – Salon Service Starts 6/16/20***

Salon services for IL residents are available to residents in the Creative Expressions Room by reservation only. Haircuts and styling will be the only services provided. Residents are encouraged to wash hair prior to their salon appointment.

- Beautician will be screened, and temperature taken.
- Masks will be worn by salon staff and residents.
- Sanitation procedures followed with each customer that includes wiping down all touched surfaces with an EPA registered disinfectant before and after each appointment.
- Disinfected capes, linens, tools, implements and brushes will be used for each client.
- Social distancing guidelines will be followed.
- Residents and beautician will wash hands before and after each appointment.
- Residents and beautician will cancel appointment if experiencing symptoms and will notify Life Services.

Specific dates and times to schedule appointments have been communicated to residents. Residents may also schedule salon services outside the community Salons at both communities are cleaned and disinfected daily.

Out Trips

Reservations 6/1/20 – Out Trips Start 6/3/20
Expanded Out Trips Reservations- 1 Week in Advance of Trips Starting
Expanded Out Trips Start – To Be Determined

Encore Village and GreenFields will provide a list of specified bus trip destinations. Trips to grocery stores, pharmacies, and other similar locations will

continue. Residents must follow the precautions established at the respective venues they attend, which are ultimately guided by the state of Illinois.

Both communities will reduce bus capacity from 14 to 7 residents adhering to social distancing. Van capacities are reduced to 2 residents at a time. Masks will be worn by residents and associates.

Lifestyles/Life Enrichment teams at both communities will work with their local stores to determine hours of operation and schedule specified days with senior friendly store hours for out trips. The Lifestyles/Life Enrichment teams will reach out to local churches to determine if they are open and can safely have parishioners visit.

Weekend bus schedules to places of worship will resume but will need to be limited to the number of residents who can safely travel within the social distancing guidelines established above.

Encore Village- when authorized services will function as below.

Church-Bus 1 and the Shuttle Buses may be used and can shuttle 2 groups each.
Restaurants and Fast Food Venues-Bus 1 may "shuttle" up to 3 groups based on interest.

Attendance

- Attendance sheets will be created by host of event (mostly Delight) with a maximum of 7 participants for each "shuttle"
- Attendance will be taken by resident services staff on "Trip reservation Day" and afterward if spaces remain.
- Driver or Host will take attendance
- Resident will use hand sanitizer prior to entering the bus each time.

Disinfecting and Sanitizing the Bus

- Driver will disinfect chair arms and handles before and after each trip at both communities.

Choir

Encore Village

Open to Residents 7/15/20

First Practice Date – To Be Determined

A choir specific plan will be given to all participating in the choir prior to the first practice date.

- Residents must wear masks, practice social distancing, sanitize hands and keep gatherings to less than 50 residents.
- Housekeeping will clean and disinfect the space multiple times per day

Volunteer Programming

Encore Village

- Resident volunteer activities that reopen will require residents to wear masks, practice social distancing and wash/sanitize hands.

Dining

Reservations and Dining Start 7/20/20
Dinner Dining Open 7/27/20

FSO, with recommendations from Morrison, will be opening dining venues **for dinner only** with limited seating requiring reservations for designated venues. Meal delivery will continue for breakfast and lunch meals.

Restaurants have been evaluated for spacing needs to abide by the CDC/IDPH recommendations. At Encore Village, Seasons and Mosaic will reopen. Savanna, the Bistro and Encore Hall North will be utilized to reopen dining services at GreenFields.

- No given table will have more than 4 seats available at any dining venue at both communities
- Revised seating capacity of all venues at both communities is at 50%
- Dining in outdoor patios will be on a first come first serve basis maintaining social distancing
- Do not move dining chairs. They are in place to maintain social distancing

Disinfecting Spaces:

- Dining venues will be initially disinfected using an approved vendor prior to reopening. Encore Village will initially disinfect Seasons and Mosaic. GreenFields will initially disinfect Savanna, the Bistro and Encore Hall North.

- After initial disinfection, Dining services and housekeeping will clean and disinfect their respective areas based on FSO's contract with Morrison. Dining associates will be responsible to clean and disinfect tables, chairs, counters and other high-touch surfaces using approved disinfection wipes. Housekeeping will be responsible for cleaning and disinfecting floors, carpets, ceiling vents and linen.

Meal Deliveries:

- Delivery service for breakfast and lunch will continue to the apartments.
- There is no charge for deliveries under the Phase 4 plan.
- Deliveries to the apartments will be available at dinner around meal service in the dining venues.
- Early dinner deliveries will be from 4:00 pm to 4:30 pm. Late dinner deliveries will be from 6:00 pm to 6:30 pm.
- Delivery orders for dinner need to be made by 3:00 pm and are done on paper or by phone orders at both communities.

Reservations:

- FVS and GF to both use Reserve Platform to handle the reservation needs of the communities.
- The process would require residents to utilize online reservations using the Reserve Guest portal. Residents will be trained on how to use the Reserve Guest portal.
- Reservations will be limited and timed to ensure social distancing is maintained
- Residents will need to wait to just before their reservation time to come to the restaurant to avoid long lines and maintain social distancing.

Menus:

- Menus will be removed from binders to a single sheet paper for one-time use.

Silverware:

- All silverware will be rolled using linen napkins.

Table Linen:

- Will be changed after each use.
- No use of placemats unless disposable.

Table Settings:

- Salt and pepper shakers, sugar caddies, creamer will be removed from the tables and only served upon request. These items will be sanitized prior to being served.
- Table settings will only include the silverware roll up.

Masking:

- Residents will wear masks to the dining venues up to the point of when food and drink is served.
- Residents will be asked to wear a mask in common areas while traveling to and from the dining venues.
- Plastic bags will be available for residents to use if needed.
- Residents will use hand sanitizer before and after mask removal.

Group Meal and Catering:

- During Phase 4 catering for outside groups will not be available such as birthday parties, resident requested events or events outside the regularly scheduled meals.
- Internal catering will need to include individually packaged items, which would include events requested by internal departments such as Marketing, Lifestyles/Life Enrichment, Human Resources, etc.
- Hand sanitizer will be available at the front of the line to be utilized before proceeding
- If a meal is requested, an associate must serve the meals to limit the exposure.
- Resident/Community masking policy must be followed.

Hydration Stations:

- Hydration stations will not be available based on OSHA requirements.

Guests:

- Assisted Living and Healthcare residents will not be able to dine in the Independent Living dining venues during Phase 4.
- IDPH guidelines will dictate as to when AL/HC residents are able to dine in the IL dining venues.
- Outside guests will not be able to patronize the dining venues during Phase 4, which includes additional meals delivered to residents' apartments for guest consumption.

Encore Village

Seasons and Mosaics will be open for dinner with limited seating and reservations required. Herman's and Bluestone will remain closed. A new floor plan has been created to follow social distancing guidelines.

Seasons will utilize the soft seating area in the Wintergarden to accommodate tables for service. The revised capacity is as follows:

- Inside Seasons – 61 residents
- Wintergarden Proper – 17 residents
- Wintergarden window seating – 18 residents

The hours of operation for Seasons are as follows:
Breakfast-8am-10am delivery only model
Lunch-11:30a-2pm delivery only model
Dinner-4pm-4:30pm
Deliveries:
4:30pm-6:30pm Reservation seating only in Seasons
6:30pm Deliveries
All dinner orders for delivery must be placed by 3pm daily.

Two top tables are for a couple who live together or those who wish to dine alone.
Four top tables will be used for 2 or 3 people
Larger round tables will be used for 4 people

Mosaic will have reduced capacity utilizing the Chef's arcade for regular seating.

- Revised capacity is 70 residents.

The hours of operation for Mosaic are as follows:
Breakfast-8am-10am delivery only model
Lunch-11:30a-2pm delivery only model
Dinner-4pm-4:30pm
Deliveries:
4:30pm-6:30pm Reservation seating only in Mosaic
6:30pm Deliveries
All dinner orders for delivery must be placed by 3pm daily.

Two top tables are for a couple who live together or those who wish to dine alone.
Four top tables will be used for 2 or 3 people
Larger round tables will be used for 4 people
Smaller round tables will be used for 3 people

GreenFields

Savanna will be open for dinner utilizing seating in the Bistro and leading into Encore Hall North to allow for greater overall capacity while maintaining social distancing. Reservations required. The reduced seating capacity is as follows:

Savanna- 40 residents
Bistro- 20 residents
Encore Hall North- 19 residents

Two top tables are for a couple who live together or those who wish to dine alone.
Four top tables will be used for 2 or 3 people.
Larger round tables will be used for 4 people.

Hours of operation will be as follows:
Breakfast: 8am-9am delivery only model
Lunch: 11:30a-1pm delivery only model
Dinner: 4:15p-4:45p
Deliveries:
4:30-6:30p Reservation only seating in Savanna/Bistro/FH North

All dinner delivery orders must be placed via phone or drop off order form in the bins in the Bistro by 3pm daily.

Dining patios will be utilized weather permitting following social distancing guidelines. Residents can use the patios on a first come first serve basis. Dining will not be taking reservations for patio seating nor will be serving on the patio. Residents may bring their meal down to a patio table and dine.

Housekeeping Services

IL Apartments and Common Spaces

IL apartments in both communities will be cleaned at the level to fulfill our contractual obligations at both communities and will restored to contractual level by August 1, 2020. Common spaces are cleaned on a regular schedule reflecting COVID requirements.

AL Apartments, Reflections and Common Spaces

AL and Reflections apartments in both communities are cleaned based on IDPH regulations. Common spaces are cleaned on a regular schedule reflecting COVID requirements.

Briarwood

Briarwood rooms in both communities are cleaned based on IDPH regulations. Common spaces are cleaned on a regular schedule reflecting COVID requirements.

Utilization of Disinfection Vendor

Encore Village and Greenfields will utilize a disinfection vendor for the following:

- Designated dining venues at prior to initial reopening (*see Dining-Disinfecting Spaces).*
- Any apartment or room of a resident infected with COVID.
- Any common space in an area of a COVID outbreak of 2 or more residents.
- Any common area space as needed

Visitation Policy

Visitors on Campus

Visitation within the buildings of the communities will not be allowed until further notice.

Outside visitation will continue. Outside visiting space has been created at both communities with limited seating to allow for social distancing. Residents and visitors must wear masks and residents will need to wash hands when utilizing these areas.

Deliveries

Effective for Residents 7/15/20

Deliveries at both Encore Village and GreenFields will continue to be dropped off in the previously designated locations at both communities. Deliveries will be handled by Resident Services between the hours of 9:00 am to 5:00 pm 7 days a week.

Deliveries by UPS, Amazon, Fed Ex, other package carriers and large grocery deliveries will be delivered by Resident Services to the resident apartments.

Resident Services will call residents to pick fast food deliveries.

Encore Village

Deliveries will continue to be accepted at the AMITA entrance.

GreenFields

Deliveries will continue to be accepted at both the IL and Healthcare vestibules.

Access to Entrances

Encore Village

Additional entrances at Encore Village will remained closed until further notice. Access is limited to associates and vendors only at the AMITA entrance at this time.

Bridgegate Entrance

- The Bridgegate entrance will remain closed until further notice.

Bridgewater Place Entrance

- The Bridgewater Place entrance will remain closed until further notice.

GreenFields

The Healthcare entrance will continue to be the only entrance for associates and vendors only.

Visiting Families/Appointments/Other Public Spaces in Phase 3 of Restore Illinois Plan

Effective for Residents 6/1/20

It is critical that residents be transparent and communicate their symptoms to Life Services as other residents and associates can be affected by residents who are symptomatic. It is your social responsibility to follow the guidelines set forth in this plan as you live in a greater community of residents.

Wearing a mask, social distancing and hand washing is required when visiting families or going into the greater community.

Residents will not be screened before leaving from or returning to campus

Residents are expected to be compliant with the steps below to report symptoms as they have a responsibility to other residents and associates to keep the community safe. Residents with a temperature above 100 degrees or have COVID-19 like symptoms (fever of above 100 degrees, cough, shortness of breath, fatigue, body aches, new loss of taste or smell, sore throat) need to follow these guidelines:

- Call your physician
- Contact Life Services
- Self-quarantine in their apartments for 72 hours after symptoms have resolved
- Go to the hospital if symptoms are unmanageable
- Life Services can coordinate a necessary evaluation if symptomatic.

- Residents should call:

Encore Village
Katie Aylward ext. 2003
Sarah Majewski ext. 3175
Colleen Kowalewski ext. 5020

GreenFields
Leslie Paquette ext. 7772
Colleen Kowalewski ext. 1-5020

Time Off Campus

Effective for Residents 6/1/20

Residents may be picked up by family members and may visit family at home while maintaining social distancing, wearing masks and washing hands. Residents entering other resident apartments or your family's home increases risk of exposure to COVID-19 to yourself and to others in our community.

Gatherings of 50 or Fewer Within FSO Communities

Encore Village ***Open to Residents 7/15/20***

GreenFields ***Open to Residents 7/15/20***

Residents will be allowed to gather in groups of 50 or less in common area spaces or in outdoor spaces. Residents must mask inside the buildings, maintain social distancing and wash hands.

If residents gather in apartments, they are encouraged to keep social distancing, wear masks, and wash hands.

All residents are reminded to social distance, wear masks and wash hands frequently.

Valet Services Reinstated at ENCORE VILLAGE

Open to Residents 6/1/20

Associates will wash hands or sanitize after retrieving vehicles

Residents will wear a mask, practice social distancing and wash or sanitize hands.

Communication

Communication of the FSO Reopening Plan specific to Phase 4 to residents at Encore Village and GreenFields will be through CareMerge and resident mailboxes.

Encore Village will communicate through the weekly newsletter as well. Communication to associates will be through email and in-servicing as needed.

Information on Phase 4 will also be placed on the individual websites for Encore Village and GreenFields.

Other Operations to Remain in Place

Associates/Vendors

Associates and vendors will continue to be screened, have temperatures taken, be expected to wear masks, wash hands and practice social distancing.

Associates and vendors will continue to enter in one designated entrance as determined by each respective community.

Remember that what you do and where you go outside of our communities could have an impact on the health of our residents and other associates

Associates and residents will be encouraged to track hot spot states of COVID-19 using the following CDC websites if traveling out of state:

CDC Travel website:

https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html

CDC map:

https://www.cdc.gov/covid-data-tracker/index.html#cases

Associates and residents need to consider the risk associated with travel to their destination.

Associates and residents are highly recommended to be tested if they leave a state identified as a hot spot at the time they leave that state to return home.

Associates are expected to continue to practice the protocols already in place including (but not limited to)

- Staying home if you do not feel well
- Report your symptoms
- See your healthcare practitioner and/or get tested, if symptomatic