

Date: September 1, 2020  
To: Augsburg IL Residents & Families  
From: Cyndi Walters, Interim Executive Director  
Subject: Path Forward IL Dining Reopening



THE VILLAGE AT  
**AUGSBURG**  
A National Lutheran Community

On Wednesday, September 2, the independent living dining room will reopen for dinner. With continued precautions due to COVID-19, the dining experience will be different than we are used to. It is important to remember this is one-step in the transition to get our community back to normal.

We expect the first week or so, we will have many questions and we are prepared to refine our processes to best meet independent living resident's needs. Our procedures for phase one are outlined below. There will also be signage throughout the dining room regarding social distancing, masking and where to enter and exit. We ask for your patience as we navigate opening.

### **Reservations and Ordering**

- The maximum number of residents we can accommodate per seating is 30.
- We will allow up to three people per table.
- There will be three seating times: 4, 5 and 6 p.m.
- Each seating will last for 45 minutes to give the dining team time to clear tables and disinfect before the next seating.
- Reservations must be made in advance.
- Orders must be placed in advance.
- Each resident will receive the daily menu for the next day (example: today, Tuesday, you will receive the menu for Wednesday). The menu will be placed in your mail bag and once you made your selection, place menu back in the bag and the dining team will collect. Once you have decided what time you want to come to dinner place a call to the Concierge who will make your reservation.

### **Arrival**

- Upon arrival, everyone must be wearing a mask that covers your nose and mouth.
- Please try to arrive no sooner than five minutes before your seating time. This allows us to maintain one point of entry and exit, without congregating in unsafe numbers outside of the dining room.

# MEMORANDUM

- When you arrive, please sanitize your hands using one of the wall hand sanitizers. You may gather in the Village Lounge. Please remain at least six feet apart from one another and have your mask on.
- Once the dining room has been cleared and disinfected, the Dining Team will seat you.

### **Mealtime**

- Once you are seated, you may remove your mask and then sanitize your hands with the hand sanitizer on the table. It is best to remove the mask and hold it by the ear piece and lay it flat on the table, with the part that touches your face facing up (in other words, the part of the mask that touches your face, should not touch the table).
- Since you will have preordered, the Dining Team will begin bringing meals out immediately.

### **Safety Measures**

- The Dining Team's breakdown process between seatings includes using plastic tubs for all plates, glasses, silverware, tablecloths, etc. This allows them to clear tables and then keep the items from travelling in open air to be cleaned.
- All team members will be masked and remain socially distanced.
- Delivery service will continue to be available for those residents who do not wish to go to the main dining room. We hope that you choose the path forward, which allows you some social interactions and gets us moving closer to our new normal.

Again, we thank you for your patience as we navigate the safest way to increase services to independent living. We are very excited we have figured out ways to begin to offer in-person dining again. As we begin, we will look for ways to make this easier and more effective. We also ask you remain diligent in your own infection control practices (wearing a mask, using hand sanitizer or washing hands with soap and water, social distancing) both while you are in the community, and when you leave. If everyone can remain healthy, it is of benefit for all of us and we are hopeful will allow us to offer even more services and lift more restrictions.

Please contact Tina Minio should you have any questions about the opening of dining.