



March 16, 2020

To Our Residents, Family Members, and Friends:

We have anticipated and expected the continued evolution of the COVID-19 pandemic and are making changes as information is forthcoming from our Governor, Gretchen Whitmer, President Trump, and healthcare officials. Below listed are the next wave of changes and subsequent effective dates of those changes. As of this time, we continue to remain coronavirus-free at Vista Grande Villa. We appreciate your thoughts, prayers, and understanding as we work through the situation.

We *urge* you to allow us to perform any outside community errands or tasks that need to be done. This work will be done complementary, at no cost to you. Examples of these tasks include: groceries, bank runs, and medication refills. If there are any other essential tasks that you need to have completed, please call the Front Office (517-787-0222) and we will be more than happy to do this for you. If at all possible, do not leave the campus.

New request: Family members and friends—if you know of a resident who you would normally assist (laundry, etc), please contact us and we will work through this situation, either with a pick-up service or performing the service on campus. Although we know *almost* everything about our residents, we ask that you contact us to ensure that we haven't missed anything. Please reach out to Campus Care (517-783-9054) or Assisted Living (517-783-9040) with any concerns or requests.

We continue to have strict restrictions on visitors, and are not allowing family, friends, or vendors inside our buildings unless medically essential. We appreciate your patience with this as we are working very hard to keep everyone safe and healthy.

New updates on Dining Services: Effective Tuesday, March 17th

Due to the increased concerns related to gatherings of people, we will be temporarily suspending all communal dining in Independent Living, effective at breakfast-time on Tuesday, March 17th. We will be providing in home meal delivery to all residents in Independent Living. Assisted Living dining will remain the same at this point, with increased emphasis of allowing for social distancing in the dining room by spacing out resident seating. We generally do not have large gatherings, and the need to ensure safe eating is of higher risk.

Independent Living Process:

1. Each day, menu “tickets” will be placed outside of the Main Elevators on Floor 1, 2, and 3. Residents on the 4th Floor will complete their ticket at Elevator 5.

2. A Resident will obtain their ticket(s), and one will need to be filled out for each meal. Please make sure to circle “Lunch” or “Dinner” on your ticket (no need to circle this on Breakfast ticket).
3. Tickets must be turned in the baskets for pickup by:
 - a. For breakfast, 7:00am on the day of the delivery.
 - b. For lunch, 10:00am on the day of delivery.
 - c. For dinner, 3:30pm on the day of delivery.
4. Delivery times, direct to your door!
 - a. Breakfast: 8:00am-10:00am
 - b. Lunch: 11:30am-1:30pm
 - c. Dinner: 4:30pm-6:30pm

Carriage Home Residents:

1. We will deliver your daily menus directly to your door.
2. Please call the Front Office (517-787-0222) during normal business hours to place your order (use the times above for ordering parameters) or if placed after hours, call the Maintenance After-Hours phone (517-812-0479).
3. Delivery times, direct to your door!
 - a. Breakfast: approximately 9:00am
 - b. Lunch: approximately 11:30am
 - c. Dinner: approximately 4:00pm

We ask for your *understanding and patience* as we are not able to guarantee specific delivery times due to the volume of orders.

March 18th (Wednesday): General Resident Meeting – CANCELLED

As a reminder:

Please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.**

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact us at: **(517) 787-0222**.

We will be doing our best to update our website (**vistagrandedevilla.com**) and Facebook page (**Vista Grande Villa**) with information as this situation is ever-changing.

Sincerely,



Chelsea Eisele, RN, BSN, MBA
Executive Director
Vista Grande Villa