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Memo

To: All Residents and Partners of Moorings Park Institute

From: Ross Dickmann, Vice President of Operations

Cc: File

Date: September 15, 2020

Subject: Coronavirus Update #59

Over the past week, we've received resident and partner feedback expressing confusion regarding visitation access to Chateau, Orchid Terrace and Oakstone. The state and federal guidelines are provided below in the interest of clarity.

To allow for general visitation, whether indoors or outdoors, the individual facility (Chateau, Orchid Terrace or Oakstone) cannot have experienced a single positive COVID-19 case (staff or resident) in the immediate past 14 continuous days. A positive case will result in suspension of general visitation until the previous conditions are met again. Visitation must be scheduled by a facility representative and is based on availability. A resident cannot have more than 2 visitors at any time and both must be over the age of 18. All visitors must wear a mask, perform proper hand-hygiene and maintain social distancing with other facility staff and residents. Finally, visitors will undergo a temperature and question screening prior to entering the facility and must sign in and out. If a positive COVID-19 case is determined through testing of either a staff member or resident in any of the nursing or assisted living settings, then visitation is suspended immediately with the commencement of a new 14-day waiting period for the specific facility. In other words, a positive case detected in Chateau will not affect visitation in Orchid Terrace and vice versa. Additionally, and prior to resumption of visitation in the nursing facility, all residents and staff must undergo two COVID-19 tests within the 14-day waiting period and demonstrating negative results for the virus.

When this policy was initially announced in Update #57, only Orchid Terrace was unable to participate due to a recently discovered COVID-19 staff case. Orchid Terrace

has since met all requirements and has commenced visitations. Oakstone at Moorings Park Grey Oaks is also participating in daily visitations. Conversely, the most recent round of Chateau testing conducted on September 8th did reveal a positive COVID-19 test by a single staff member. Accordingly, Chateau, which was previously allowing visitors, must now wait the 14-day period and successfully meet testing criteria before reactivating visitations. As of this writing, we have not identified any positive resident test results prohibiting visitation. Whenever uncertainty exists as to whether you are permitted to visit our nursing and assisted living centers, please contact the applicable number listed below:

Chateau	239-643-9122
Orchid Terrace	239-919-1722
Oakstone	239-919-1699

Discussion on Reservations at the Original Campus

To no surprise, when Trio Restaurant opened on September 1st at the original campus it quickly became the most popular dining venue on the original campus. High demand combined with current occupancy restrictions imposed under executive order has generated frustration by many and in some cases, a perception of unfairness or inequity. To help manage this issue, we initially imposed limitations for individual residents to dine at Trio up to three occasions per 5-day week; thus, allowing access to a much larger pool of residents. We have since learned of isolated cases where the three-dining event policy has not been adhered to. The inability to obtain reservations online via RESY has perhaps generated the greatest level of frustration. However, it is important to recognize the RESY system is merely an outcome of a greater problem; demand far exceeds available supply. We are able to seat approximately 42 residents each evening at Trio under current conditions. When hundreds of online users log into RESY simultaneously, only a small fraction will be successful in obtaining reservations. So, what can be done? First, while government restrictions remain in place, we will reduce Trio dining availability to twice a week for any individual resident. This policy applies regardless if a resident makes a reservation or joins another resident. The dining department will review weekly dining activity each day to validate compliance. We will also contact those who made reservations to verify the names of table guests. Those who've met their maximum, will politely be asked to select another available venue.

The real solution to the Trio problem involves relaxing the 50% occupancy limitation. While Florida is making significant, positive strides for positivity percentages, we simply cannot predict when Governor DeSantis will elevate Florida to Phase III of re-opening or when Moorings Park will be prepared to further open the dining rooms. We are pleased to offer restaurant dining, albeit limited, to the original campus and Grey Oaks. We are equally pleased our fine dining venues are hugely popular, but unfortunately "rationing" space is necessary until COVID-19 restrictions continue to slacken. We kindly ask our residents to live within these limitations until further notification. Thank you and BE WELL!