

**Date:** March 16, 2020  
**To:** Residents of Town and Country Manor  
**From:** Dirk DeWolfe  
Executive Director  
  
**Subject:** Response to COVID-19 (CoronaVirus)

## NEW VISITOR RESTRICTIONS

As of March 16, 2020, the Department of Social Services for the State of California has put a restriction on visitors to Senior Care facilities. This new Visitation Waiver means that Town & Country will no longer be allowing visitors for residents unless the visitor is deemed medically necessary or it is an end of life (hospice) situation. Please reference the Provider Information Notice (PIN 20-07-ASC). Documentation will be posted in the mail room and the activity rooms.

We encourage you to continue communication with your family and friends via phone calls and video chats. The Activities Department is available to facilitate this for you if you need assistance. Please contact the Front Desk to make arrangements.

## DINING ROOM UPDATE

Additionally, in accordance with recommendations for social distancing and gatherings of less than 10 people, we will be implementing a takeaway program for meals beginning Wednesday, March 18.

### HOW IT WILL WORK:

- Breakfast menus will be kept at the front desk. They may be picked up the day before and brought with you to breakfast between 7:00 am-8:00 am.
- You will receive a menu for lunch and dinner on your apartment door each morning by 9:00 am.
- A staff member will pick up your completed lunch and dinner menus by 10:30 am.
- To pick up your takeaway meal, please come during the following times:
  - A-wing - 11:00 am-11:30 am and 4:15 pm-4:45 pm
  - B-wing - 11:30 am-12:00 pm and 4:45 pm-5:15 pm
  - D-wing - 12:00 pm-12:30 pm and 5:15 pm-5:45 pm
  - E-wing - Caregivers will deliver between 11:00 am-12:00 pm and 5:00 pm-6:00 pm
- Snacks and drinks will still be available from 9:00 am-10:00 am and 2:00 pm-3:00 pm daily.

If you need assistance with any part of this process, please contact the Front Desk at (714) 547-7581 so we can make appropriate arrangements for you.

Again, thank you for your patience and understanding as we continue to adapt and respond to the developing situation. Your health and safety remains our top priority.