

# Phase 2 Action Plan Update

**March 16, 2020**

Over the past few weeks, the Shell Point healthcare management team has implemented actions to proactively protect the health of our residents and employees. We are grateful for how understanding and cooperative our residents and employees have been as new initiatives have been implemented.

At this time, we are now further amending Phase 2 of Shell Point's Action Plan to include even more comprehensive steps, which will be in place until at least March 31. Beginning, Wednesday, March 18, the following actions will be taken:

- No visitors will be permitted on the Shell Point campus.
- All resort dining venues including Banyan Grille, Breezeway Café, Palm Grill, Blend, The Crystal, and the Island Café will be closed to in-restaurant dining. Take out service will be available at the Palm Grill, Blend, Crystal, and the Island Café based on the normal hours of operation for each restaurant. In order to reduce wait times, please call ahead to the restaurant to place your take-out order. The menu for the meal delivery service currently available will be expanded to include more options. Menus will be updated via the resident dining website.
- All common activity and gathering areas such as the fitness centers, library, Train Room, art studios, computer centers, tennis courts, pickle ball courts, dog park, etc. will be closed.
- The golf course, driving range, and pro shop will be closed.
- All public pools will be closed.
- All services at the hair salons will be discontinued.
- The Guest House will allow its current guests to stay through their reservations; however, no new guests will be permitted to check-in.
- Regarding construction on our campus, interior construction and apartment preparations will be discontinued in residential buildings with the exception of a minimal number of projects which conclude this week. Construction at the new Larsen Health Center at Waterside, The Enclave neighborhood, and the Tribby Arts Center will continue. Exterior building work, landscaping, and seawall repairs will continue.

- Required apartment maintenance work orders will continue to be processed through the Call Center. The Call Center will still be available to handle your calls and work orders.
- Housekeeping provided to independent living units will be discontinued. Linens and other cleaning supplies will be made available on an as-needed basis by calling the Call Center.
- As for transportation, the internal bus route around Shell Point will remain in effect. The Shopping and the Medical buses will be limited to 5 people and operate on their current schedule but only on a reservation basis. The Drivers on Demand program will be limited to on-campus medical appointments. The personal transportation service will be limited to off-campus medical appointments.
- The Medical Center and Pharmacy will operate as usual. Please remember that the Pharmacy has a delivery service for filled prescriptions.
- Visitor restrictions and the discontinuation of congregate dining in the Pavilion and all Assisted Living Facilities have been extended by State Emergency Order for an additional 30 days.

As we remain in regular contact with government authorities, please understand that these actions, in addition to actions previously implemented, may need to be extended beyond the March 31 date. However, we will keep you updated every step of the way. Thank you for your continued understanding and support during this challenging time.