



**Legacy Senior Living
Novel Coronavirus (COVID-19)
Cautionary Health & Safety Protocols
Food & Beverage Service**

April 3, 2020

To: Residents and family members

Changes to Food & Beverage Service in the Ash Street Bistro Restaurant

Recent announcements from BC Health Minister Adrian Dix and Provincial Health Officer Dr. Bonnie Henry continue to implore the public to practice social distancing and other measures to suppress the spread of the coronavirus. The next two weeks are an extraordinarily critical period in the fight against COVID-19.

Here at Legacy Senior Living, our commitment remains firm in doing everything we can to implement protective measures in maintaining the safety and well-being of our residents and employees.

To this end, in following guidance from the Province and Health Authorities, we will be implementing in-room dining service as an added precautionary measure.

- **This service will become effective Sunday, April 5, 2020 and will continue until further notice**
 - Dining Room and Bistro Lounge will be closed to all residents
- We will be delivering breakfast, lunch and dinner to all residents directly to your suites at the following designated times:
 - **Breakfast Service 7:00 am to 9:30 am**
 - **Lunch Service 12:00 pm to 1:30 pm**
 - **Dinner Service 5:00 pm to 7:30 pm**
- **Distribution of Menu Order Form.**
 - A Menu Order Form will be delivered each morning for the following day's meals service to be completed by resident by 5:00 pm daily for pick up.

- Please note the following:
 - **Disposable Boxes and Utensils:**
 - All meal services will be delivered with disposable boxes and utensils.
 - **Collection of Garbage and Recycling**
 - Servers will be collecting garbage and recyclables following evening dinner service.
 - **Canada Post Mail**
 - Mail will now be delivered to your suite with your evening dinner service.
 - **Newspapers/Magazines**
 - Newspaper and magazine subscriptions will be delivered to your suite with your morning breakfast service.

In-room dining service will be continued until further notice. We ask for your cooperation, understanding and patience as we implement this transition. Thank you.

At Legacy, we have always taken pride in providing quality service, food and care of our residents. Our commitment remains the same regardless of the current challenges we face. Your health, safety and well-being and that of our employees is our No. 1 priority and the motivating factor in implementing these added safety precautions. We are all in this together. Let's stay strong, do our part and stay safe!

Should you have any questions or concerns, feel free to speak to any one of our management team.

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