



March 18, 2020

Dear Apartment and Cottage Residents:

As things continue to develop in the US, and in SC, regarding the COVID-19 virus, decisions needed to be made regarding several issues centered around the day-to-day operations of Still Hopes, as they relate to, and sometimes conflict with, advice and rulings from our federal, state, and local officials. In this letter, you will find a good deal of very pertinent information about operational changes being implemented at Still Hopes for your safety, and to do our part to end the pandemic our country and much of our world exists in today.

The overarching factors, which helped to drive the decision making of your Board and staff, include but are not necessarily limited to: 1) The need for “Social Distancing” (a minimum of 6 feet of separation from all other people at all times), 2) Indications that we should not congregate in groups greater than 10 individuals, and 3) that the World Health Organization has now made the statement that the virus is spread via airborne methods, in addition to direct surface contact and droplets.

To that end, as of midnight on Thursday, March 19, 2020, Still Hopes will implement the following changes:

- The Shearouse Center for Wellness will be closed to all individuals, including residents.
- The Palmetto Dining Room will be closed for all dine-in meals. Carryout is available upon request.
- The Bistro will be closed for all meals.
- The Keenan Event Center will be closed for any event that exceed an attendance population of 10 people. Seating for very small events will be set up using the 6 to 10 feet of separation Social Distancing rule and we will ask that the chairs not be rearranged to be closer than 6 feet apart.
- The Pub will be closed for all events.

If you wish to use the most abundant caution, you will stop using these venues immediately if at all possible.

Additionally, we will stop all food related events where there is a shared utensil or container, unless there is a staff member present to serve the food to individuals. Of course, the only food related events that will continue, will be those that 1) have not more than 10 people present and 2) meet the Social Distancing guidelines of everyone being at least 6 to 10 feet apart.

Further, we are closing the campus to visitors to your apartments and to any of our large common buildings and areas. **This means that your friends and relatives should be asked to NOT visit you on the Still Hopes campus.** We are not suggesting that we can limit your ability to visit these folks off our campus, but we will strongly encourage you to practice Social Distancing and to refrain from attending events of greater than 10 individuals, no matter where you are. We will also respect your wishes, should you have those, to practice what is being called a “self-imposed quarantine.” Should you decide to not take heed of the warnings about Social Distancing and small group limitations, we are, in fact, expecting you to utilize a 14 day self-imposed quarantine after each event you attend where these new social expectations are not met. This we ask for the safety of all your friends and neighbors. It is strongly suggested that you refrain from going out to visit if at all possible.

If there is an emergent situation that causes it to be necessary that you receive visitors, please call Tacey Gohean, at 739-5047, and she will work with you to get the visitor cleared, if at all possible, and a protocol for the visit established.

Food services will continue to be available to you on a daily basis. Lowry's Café will continue to operate, with its full normal menu, and on an expanded schedule, opening at 8am and closing at 7pm daily. Further, Lowry's will provide grab-n-go breakfast items in sufficient quantities to meet the needs of anyone seeking to acquire breakfast from Still Hopes. Other Lowry options will be delineated on **a separate memo from Culinary Services**.

Lunch or dinner will be available to you, via pick-up (delivery for those with special needs) at the Palmetto Dining Room. You will need to place your order, by phone, for your meals and the current bistro menu will be the menu offered each day for you to order from. This menu is available daily on the Still Hopes Portal, as well as paper copies being available to you. **A separate memo will come out from Culinary Services giving you the complete details about how to order, when and where to pick-up, and any additional details necessary for your use.**

As you see, you will be able to acquire all three meals each day, at Still Hopes, should that be necessary or preferred. We know that South Carolina has closed all restaurant dining rooms, so it was important to us to have a method for you to get three meals a day, if needed, right here at Still Hopes.

Activity Services will be working to plan stimulating things for you to do, with the caveat that they must maintain the Social Distancing guidelines of at least 6 feet of separation, and the 10 person maximum assembly rules at all times. Of course, many of the currently planned events cannot be done now, so **a separate memo will come out from Activity Services giving you a complete listing of event and program cancellations. Another memo will then be sent out detailing new, appropriate events, once these are put into place.** During this time NO visitor will be allowed to attend any activity in any area.

Your Wellness Director is working now to find ways to continue to provide for your exercise needs. More information will follow from her in **a separate memo to come out later.**

Transportation Services is suspended for routine trips to grocery and shopping. There is an alternative plan to meet the needs of those who no longer drive and who rely on this transportation. **A separate memo detailing the ways to get these needs met will be coming to you very soon.** If you need this sort of service and do not know how to get it, call Tacey Gohean at 739-5047 for help. Rest assured that we will get your grocery and shopping needs met to the extent we are able (mandates of state and local officials, along with short supply, may impede our best intentions).

Our Board felt it important to take strong positive steps to protect you and your neighbors from this very serious public health crisis. They, and your staff, believe it our duty to take these steps, and you should know that as soon as the public health threat has ended, we will resume all activities and programs for your enjoyment and health. We believe, and trust that you do too, that living through these inconveniences for this spell of time is much preferred to having any one of you become ill from the virus.

Sincerely,

Danny Sanford  
Chief Executive Officer, Still Hopes