

To: Still Hopes Apartment, Cottage, and Concierge Residents

From: Danny Sanford, Still Hopes CEO

Subject: Phase One of Re-opening Still Hopes Venues

Date: May 22, 2020

All,

Your **Operation Safe Journey** group (Andy Marchant, Denise Heimlich, Rich Crozier, Sam Weathers, Sherry French, Tacey Gohean, Dave Sennema, Joan Savage, Karl Pfaehler, and Nela Edgar) met last week and made decisions about the general areas that would be re-opened/re-started as **Phase I** of our journey back to full operation. During this week, members who were assigned tasks for developing protocols worked and the group reviewed that work, asked good questions and raised good points, from there the group tweaked the plans and today I can announce to you the following upcoming re-starts and the limitations that are established for Phase I.

Salon:

- The Main Street Salon will re-open on Tuesday, May 26th. To make an appointment, you may call: 803-739-5017. If you get the voicemail, do be sure to leave a message so the technician can call you back to set your appointment.
- The schedule for the Salon in Phase I will be Tuesday – Saturday from 9 am – 4 pm.
- Please come to your appointment on time. There will be very limited area for waiting and all waiting will require appropriate social distancing (6 feet). Do not move the chairs that are placed in the wait area to comply with our requirements.
- Your temperature will be taken upon arrival, with a touchless thermometer. If you do not feel well, if you have a fever, or a new cough, or shortness of breath unlike your normal condition, call and reschedule. If you present with a fever of 100 degrees or higher, you will not be allowed to enter the salon.
- Please be prepared with your mask for this service delivery.

Louise Moorefield Pub:

- The Pub will resume some services beginning next Tuesday, May 26th. However, the next week, June 1st, the Pub will resume its normal operations of being open Monday – Saturday. During **Phase I** of the re-opening, the hours of operation will be Monday through Saturday, from 4:30pm – 7:00pm.
- A new protocol of announcing a “last call” will be instituted and last call will occur at 6:40pm.
- It is imperative, for this re-opening to be successful, that you maintain appropriate social distancing (6 feet). We will be relocating tables and chairs to set you up for success, and both the Club Room and the Multi-purpose Room will be available for seating.
- Staff supervisors/managers will be on walkabout and will help with getting drink orders to you and with assuring that you maintain the social distancing required for good health. Please cooperate with these folk, as they work to keep you and all your neighbors safe.

Shearouse Wellness Center:

- **Phase I** will allow the fitness equipment room inside the Wellness Center to re-open on June 1.
- 6 residents at a time will be allowed access to the Center, due to the limits prescribed by social distancing for fitness centers.

- The center will operate Monday – Friday, from 9am – 4pm.
- You will be able to schedule your appointments inside a schedule book named: “**Wellness Reservations**” and the book will be located on the card table inside the Library.
- During this phase, all classes will continue to be taught via video and can be played in your apartment or cottage.
- During this phase, the entire lower level of the Center will remain closed. This includes the pool and all of the locker rooms.
- Hand towels will be available for your use and should be placed in the soiled towel bin by you after your use.
- Cleaning supplies will be on hand for your use, and staff will be taking time between each group of 6 attendees to clean all the equipment. (This time, for cleaning between sessions, means that you will not be allowed to enter the Center before your appointment beginning-time, nor will you be able to stay past your appointment end-time.)
- Your temperature will be taken upon arrival, with a touchless thermometer. If you do not feel well, if you have a fever, or a new cough, or shortness of breath unlike your normal condition, call and cancel your session. If you present with a fever of 100 degrees or higher, you will not be allowed to enter the Center.
- You should wear your mask to the Center, but will be given a paper bag to put it in while you visit, as you will likely need to breathe better than the mask will allow while doing exercises.

Wellness Checks:

- Wellness Checks will resume on Monday, June 1
- Checks will be done on Mondays and Thursdays of each week, from 9:30am – 11am.
- The Multi-Purpose Room in the Trinity Apartment Building #5 will be used for these checks, and early arrivers may wait in the Club Room just outside the Multi-Purpose room.
- Please do appropriately distance yourselves (6 feet) while you wait. Please wear your mask for this service.

Chapel of The Holy Spirit:

- The Chapel will remain closed during **Phase I** of our re-start planning. Our Chaplain is getting very specific direction from the Diocese and will be following their guidance.
- During Phase I services will continue to be done remotely and you can watch them from your apartment or cottage.
- The Chaplain looks forward to the ending of the pandemic, so you can once again resume your lives, unencumbered by all the rules necessary for your safety at the present time.

Visitors:

- Throughout **Phase I**, Still Hopes campus will remain closed to visitors inside our buildings. The doors will remain locked and check-in stations will remain in place, as they are now, throughout this phase.
- Visits with family is encouraged via the myriad of electronic means available, and if strongly desired they can be done out of doors, away from the buildings, with appropriate social distancing (6 feet).
- End of life visitations will be handled on a case-by-case basis with all due consideration to make this happen in a safe and appropriate manner.
- Future Residents, Depositors, Outside Wellness Center Members, and the like, will continue for this phase to be asked to not come onto the campus.

More detailed information may be obtained by talking with the appropriate Department Director, if needed. Please do thank the members of the workgroup for their service and thoughtful deliberation.