



TO: All Residents and Family Members of Sarasota Bay Club and Jacaranda Trace
FROM: Gail Chase, Greg Patterson, and Steve Roskamp
DATE: April 3, 2020
RE: COVID-19 /Coronavirus Update #17

Thank you for your continued cooperation! We appreciate your ongoing understanding as we continue to implement procedures in an effort to keep you and our staff healthy and safe. Previously mentioned procedures remain in place and we are happy to report that everything within our internal operations remains status quo.

As of this time we do not have any residents, staff, nor family members of staff, having tested positive or presumptively positive for COVID-19.

The Governor's Executive Order 2020-19, means we should all limit our movements and personal interactions outside of our homes and as such we recommend that you limit your contact outside of the campus.

Housekeeping Services

Given the recent Governor's Emergency "Safer at Home" Order, your private housekeeper may not be able to continue to provide you service over the next 30 days. If you are interested in signing up for our Housekeeping Services, please contact Jeffrey Smith at Sarasota Bay Club or Olga Strelkova at Jacaranda Trace to discuss your options.

Masks

As previously reported, staff members have begun wearing masks. Thanks to those residents who have assisted in the production of the handmade ones. Once all staff members have been supplied a handmade mask, we will begin offering these to residents on a first come, first serve basis. It is anticipated residents will be able to pick these up by the end next week from Jill Ross at Sarasota Bay Club or Diana VerHulst at Jacaranda Trace. We will notify everyone as soon as they are ready for distribution at each community. We will continue to make them until everyone has been issued one, residents and staff alike.

Newspapers

As previously reported, we were not receiving the correct number of newspapers at Sarasota Bay Club, but we believe this issue has been resolved. Third shift Concierge Services staff will leave your newspapers outside your door at Sarasota Bay Club.

Newspapers will continue to be placed in your in-house mailbox at Jacaranda Trace.



Dining Services

As we previously reported the continental breakfast, along with the delivery of lunches and dinners, continues to go well and we do not anticipate any changes in providing meal service.

In an effort to serve you even better we are discounting our meals plans at both communities by 10%. We want to strongly encourage you to stay on campus and hope this added benefit will assist in that goal.

Those currently on a meal plan will note a 10% discount on their April statement. We will continue this discount until this crisis is over. If you are interested in making changes to your dining meal plan please contact Martha Walker at Jacaranda Trace or Teresa Traugutt at Sarasota Bay Club.

With the suspension of our grocery store trips and the delay in anticipated grocery delivery services, we understand you may be concerned about the upcoming Seder/Passover/Easter Holiday April 8th – 13th. Please be assured our dining services staff is aware and plans to do their best to accommodate these special holiday meals via our regular meal delivery service. We are planning a special menu to celebrate the holidays. Please look for it soon in your in-house mailbox.

Given the increased demand of grocery delivery services, we ask that you or your family member keep this in mind and plan ahead for your online ordering as it may take several days for your grocery order to be fulfilled and delivered.

As discussed in the last update we are preparing to offer some food and staple items for sale/delivery through our Food and Beverage departments. We are working out the logistics and hope to offer you the items for sale by next Friday. There is a bit of complexity with this new service so please be patient as we work through this process.

As always thank you for all you do and for all your efforts in keeping each of us as safe and healthy as possible.