

As we welcome Driftwood Café guest and Discount Dining members back to the Driftwood Café, we want to inform you about our new health and safety guidelines in response to the COVID-19 pandemic in correspondence with MDHHS. These guidelines are for your safety and our teams. If you feel strongly that you cannot abide by these guidelines, please refrain from using the Driftwood Café at this time. Our team is committed to ensuring you have a quality dining experience in the safest possible environment that we can provide. We know this will be different and feel different, but a lot of thought and preparation has gone into these plans and will go into the daily operations as we move forward. Your health is our highest priority.

What We Have Done to Make the Driftwood Café as Safe as Possible:

- Sanitizing stations just inside the entrance and exit doors with face masks if needed and outside every room and intermittently throughout the facility;
- High Touch Point Surfaces have been eliminated, such as doors propped open and contact less sanitizing stations
- Barrier/Sneeze guards installed at the ordering and pick up windows;
- Removed all unnecessary touch points or have team members at the touch points to minimize exposure;
- Appropriate social distancing has been developed for Driftwood Café:
 - Social distancing with 6-foot safe distance between all guests while waiting in line to order, pick up and dine in
 - Rearranging of tables and chairs to honor 6-foot safe distance
 - Flow arrows for movement in high traffic areas throughout Tanglewood
 - Usage of separate entrance and exit to allow for one-way traffic flow
- Water fountains and self-service stations will be disconnected or eliminated (including touch screen)
- All team members to be screened and use all PPE
- Created a cleaning regime for the Driftwood Café for tables and chairs to be disinfected after each use in addition to ordering and pick up counters
- MDHHS posters and guidelines posted in a visible location in the café in addition to our guidelines
- Driftwood Café Operations Covid binder behind the counter in the café with all Executive Orders, MDHHS guidelines, AgeWell Covid plan and Driftwood Café Reopening Guidelines

Health and Safety Guidelines for the Driftwood Café Dine in Guest:

- Everyone MUST wear a face covering in the building at all times; this includes when ordering your food and when waiting for your food to arrive. Face coverings can be removed when you are seated at your table and eating and drinking. Once all food and beverages are consumed, face coverings should be placed on again. If you are in need of a face covering they will be available in the vestibule upon entering the building and also in the Driftwood Café.
- As of 2-1-2021, in accordance with the MDHHS, we are at a 25% occupancy or 15 people to dine in at the café at one time. Tables for available seating will be clearly marked and are socially distance from the other tables.
- There can be no more than 6 guest to a table and no more than 2 households to a group.

- We ask that there is no lingering at this time, as seating is very limited
- Upon ordering you will be asked if you are dining in or take out. If you are dining in, we will be asking for your full name, phone number and recording what time of day you ate in the café. This is a requirement by MDHHS to be used for the purpose of contact tracing. We are also required to keep these documents secure at all times and destroy after 28 days. Please know that we take this very seriously and at no time will your information be used for any other purpose than to use for contact tracing if needed.
- Limited menu has been established to speed up wait times and ensure top quality food.
- Use available hand sanitizer in vestibule when entering the building and when exiting the Driftwood Café
- Adhere to social distancing and directional signs throughout the facility.
- Adhere to the entrance and exit only doors to ensure traffic flow is one way.

Health and Safety Guidelines for the Driftwood Café Take out Guest:

- Everyone MUST wear a face covering in the building at all times; this includes when ordering your food and when waiting for your food to arrive. If you are in need of a face covering they will be available in the vestibule upon entering the building and also in the Driftwood Café.
- Take out is always available. Guest can wait in their vehicles until food is completed (however curbside delivery is not available at this time) or they can come in to pick up their food. The floor in the Café will be marked for social distancing with 6-foot space in between each guest that is waiting for takeout.
- Limited menu has been established to speed up wait times and ensure top quality food in a timely manner.
- Use available hand sanitizer in vestibule when entering the building and when exiting the Driftwood Café
- Adhere to social distancing and directional signs throughout the facility.
- Adhere to the entrance and exit only doors to ensure traffic flow is one way.

Temporary Driftwood Cafe Hours:

Monday-Friday 11-2pm Lunch Menu and Discount Dining Available

Closed Saturdays and Sundays

Discount Dining

- Discount Dining will be available Monday-Friday from 11-2pm daily. The meals will follow the main menu for Meal on Wheel's each day. If you would like to see these menu items in advance, please visit our website at www.agewellservices.org. A copy of the monthly menu will also be posted in the café
- Discount Dining Cards will once again be used for payment. If you have credits on your current cards, you can still use these.
- If you need to load more credits on your Discount Dining Card or need a new card, please visit the Wellness Window to load credits on your card. The wellness window is open from 8-2pm Monday-Friday.

- All food will be in takeout containers, regardless of take out or dine in.

Facility Cleaning and Disinfecting:

All of the above practices (along with some possibly not listed) have been put into place to mitigate the risk of COVID-19 to our participants, team members and volunteers. In addition to the above the Driftwood Café Team will:

- Clean and disinfect all surfaces on an hourly basis and counter tops or after each use of tables and chairs/booths
- Items that will be cleaned and disinfected are: but not limited to, tables, chairs, door knobs, countertops, etc...

Exposure:

AgeWell Services has taken steps to minimize exposure of COVID-19 by educating team members on protective behaviors that reduce the spread of the virus. AgeWell has also ensured staff is following guidelines and increased hygiene practices and is expecting participants to do the same. If a team member or participant becomes ill while in the Driftwood Café, they will be directed to leave the premises immediately. In the event that they do not have the means to leave they will be isolated from others until transportation arrangements can be made.

Social Distancing:

AgeWell Services and the Driftwood Cafe has taken measures to prevent the spread of COVID-19 with social distancing in the facility as well. Social distancing will include but is not limited to:

- One-way foot traffic and the use of separate entrance and exit
- Restricting the number of guests on premises to 25% dine in capacity in the Driftwood Café
- 6 foot markers where lines of people may form (i.e. Ordering food)

Confirmed Cases:

In the event that a team member or participant has a confirmed case of COVID-19 AgeWell Services will:

- Notify the County Health Department
- Notify all persons who may have come into contact with the infected individual within the last 48 hours with the onset of symptoms. This will be accomplished with the use of our contract tracing records for those whose were Dine in only. Takeout orders do not need to be contact traced at this time.
- The Driftwood Café will have to be closed for 24-48 hours and a Cleaning Company will be called in to sanitize and disinfect the Driftwood Café, professionally in accordance with local Health Department recommendations.
- The infected individual anyone with in close proximity for 15 minutes or longer with in a 24-hour period, with or without a face covering will also need to quarantine per MDHHS guidelines for at least 10 days and symptoms have subsided or per most recent CDC guidelines.

A note about Tanglewood Park: As you all know the Tanglewood Park building is home to 2 other senior serving agencies. These agencies are also following the same guidelines and protocols around COVID-19.

The above plan was created using CDC, MIOSHA, MDHHS, local, state and federal regulations. Should these change, AgeWell will adopt the most current guidelines and expect participants to as well.