The time is now

reopening safely & strategically

UNIDINE
LIFESTYLES

Introduction

Volatile, Uncertain, Complex, Ambiguous (VUCA). These words definitely describe our world as a result of the COVID-19 pandemic, but a VUCA world is nothing new. Since our inception, Unidine has been tackling challenging conditions, proactively and seamlessly developing solutions customized to the unique needs of each of our clients. Our experience and expertise in the senior living space can provide peace of mind that we not only know what we're doing, but we're doing it right – and for the right reasons.

This booklet is intended to showcase our ability to help clients like you navigate the reopening of your dining venues – highlighting the different strategies to consider to ensure success. They are as follows:

1 ## Reopening Strategy

How to safely reopen to create memorable dining experiences that leave residents feeling secure, engaged and satisfied.

2 ## People Strategy

Giving team members the support they need during these tough times, including training and resources as well as morale boosters and appreciation programs.

3 ## Financial Strategy

Tangible financial benefits through cost-saving measures and strategically utilized investment capital enabling communities to thrive into the future.

We know each and every day presents new challenges, but we're here to help. Together let's create a path toward a better tomorrow, starting today.

Reopening strategy

COVID-19 has and will continue to shape the way we approach dining and hospitality moving forward, creating uncertainty around procedures and new norms. However, mealtime still presents opportunities for resident engagement and socialization, despite heightened safety measures. Using the right approach, reopening dining allows residents to experience important moments of joy and social interaction.

Recent research studies have shown both an increased physical and mental decline due to social isolation.

Since March of 2020, residents have endured prolonged periods of reduced social interaction and engagement, creating a higher incidence of depression, anxiety and cognitive decline. According to a recent study published in the Journal of Gerontology, social engagement, like eating with a family member or friend, promotes healthier grey matter in the brain.

Another study published in the Journal of the American Heart Association noted that loneliness exacerbates health conditions. Research shows that among 15,000 heart failure patients, those who reported high levels of loneliness had a nearly four times greater risk of death, than patients who self-reported low levels of loneliness.

As an industry leader, we are here as the experts to help you reopen safely. In the following pages, we provide a clear illustration of a re-opened dining room.

Welcome Home

Dining Room Entry

Safety begins before residents enter the dining room. With temperature checking, sanitizing station and efficient reservation system or staggered dining time schedule, implementing the proper tools can provide a secure dining experience.

Host Stand: The host stand should include the reservation system or dining time schedule log for verification of resident dining times. Extra resident masks and spray sanitizer should also be available. A dedicated staff member wearing a mask should seat each resident.

Reservation System or Staggered Dining Time Schedule: Implementing a reservation system or creating a staggered time schedule for dining will allow not only a safe and socially distant dining experience, but also a more efficient operation. Residents should reserve their dining times at least 24 hours in advance to allow for proper planning. Reservation or seating times should have an additional 15 minutes between shifts to allow for thorough cleaning and sanitizing of tables and chairs.

Paper Menus: Printed on recycled paper, paper menus offer a one-time-use option, for safety and customization.

Mask Safety Signage: Placed at each doorway, entry and exit points, mask requirements should be clear for both residents and staff members. Residents will be reminded that masks are required until they are seated and all staff members will keep masks on during all hours of their shifts.

Infrared Temperature Station: Using a wrist scanning system or an infrared thermometer gun ensures temperature checks for each resident before entering the dining room.

Hand Sanitizing Station: Touchless and pump sanitizing stations should be placed at each point of entry and exit of the dining room, and reinforced for each resident.

Within the Dining Rooms

After the residents are checked in by the host, they should be escorted to their dining table.

Social Distancing Reminders: Floor and wall markers can be used to indicate both traffic flow and physical six-foot distancing requirements.

Microdining Spaces: Partitioning tables with Plexiglass barriers is an option to ensure a safe dining experience for people not living in the same household. Other solutions such as elegant mobile and modular dividers or converting unused community spaces to alternative microdining rooms will allow your residents to feel more secure and be socially active with controls.

Chair and Table Spacing: In order to adhere to local and federal guidelines, spacing between tables should be measured from chair to chair – not table to table – in order to keep residents safe and socially distant.

Enhanced Butler's Pantry: The butler's pantry is to house single-use condiments, gloves and wrapped silverware. This secure area will provide easy access to supplies and tableware.

Uniforms and Nametags: Server and staff nametags can include their photo, so it will be easier for residents to recognize who is providing them with service.

Contactless Pickup: A designated location should be assigned for residents to pick up to-go orders. With contactless pickup, residents can enjoy a restaurant-style meal within their home. Pickup stations should be easy to access, yet not in the communal dining area.

Enhanced Cleaning and Sanitizing

Supporting the reopening of your dining areas through the enhancement of infection prevention best practices will help reduce the risk of exposure to COVID-19 for your residents and team members.

In collaboration with your Environmental Services and Plant Operations and Maintenance team, you should consider the following:

Cleaning and Disinfecting Schedule: Increasing the frequencies of cleaning and disinfecting of the dining rooms, tables, chairs and other frequently touched surfaces will ensure a safe environment. For example, all chair backs and arm rests should be wiped down after each guest.

Frequently Touched Surfaces: Using safe and sustainable EPA List N disinfectant cleaners via ready-to-use sprays, concentrates and wipes is recommended. Electrostatic spraying technology will make it easier to disinfect surfaces at higher frequencies in the dining venues, as well as throughout the entire community.

In addition to the mock illustration provided in this booklet, a reopening strategy should also include extensive team member training and service modifications. Training staff in areas like proper cleaning and sanitizing, PPE and glove changes, and compassionate service with a smile will help residents to feel safe during their meal service.

People strategy

While working day in and day out to serve and nourish residents in the face of lockdowns and a pandemic, dining team members face a very real challenge: burnout.

We support dining teams with **a tremendous system of local resources, tools and systems** that help them navigate new compliance challenges and regulatory uncertainty resulting from COVID-19. Our regional and corporate teams bolster the on-site resources with industry-leading expertise in operations, marketing, human resources, regulatory compliance and long-term planning. With a keen understanding of the unique challenges specific to the senior living industry – including new issues developing as a result of COVID-19 – our network of resources takes best-in-class protocols from across our industry and provides playbooks for projects like safely reopening dining rooms, resident engagement strategies and infection prevention protocols.

With full-cycle HR management, we are able to **recruit and hire faster** than most communities can on their own. **Career mapping, opportunity for training and growth, diversity councils and an industry-leading benefits package with a** **wellness focus** make us an employer of choice, enabling us to attract the best talent for our clients. This allows community leadership to focus on your core business – caring for your residents.

> **We are the world's largest food service contract provider:**
>
> - **Talent pool: 3.5 million candidates in North America**
> - **Fill rate: 10 days**
> - **Turnover rate: 47% vs. 78% industry average**

CEOs are thinking about ways to reduce costs and avoid risk, including outsourcing the management of dining services staff, which can take advantage of all the benefits noted above. We know this pandemic will not end tomorrow and Unidine is continuously innovating to captivate and engage residents through a people-centric strategy.

Financial strategy

Now, more than ever before in our industry, communities are seeking ways to reduce risk and provide short- and long-term financial value. While managing an in-house dining program may seem sensible and the most cost-effective approach, there are hidden costs below the surface.

Industry leaders have made it clear – communities can mitigate risk and expense by partnering with professional management providers offering **cost reduction** through inventory and staffing optimization, **capital investment** and **modified payment terms** advantageous to your balance sheet. With department-specific resources and extensive expertise in food and hospitality, we identify optimization in purchasing, food production, personnel management and labor modeling.

In 2020, Unidine partnered with 55 new communities and provided significant dining departmental cost savings:

- **10 to 15% for previously self-operated dining operations**
- **6 to 12% for dining operations transitioned from a competitor**

Cost savings, transparency and flexibility are foundational in building strong client partnerships.

We know these times are tough, but you don't have to fix everything on your own. You need a partner you can trust, someone who can help now when so much seems uncertain and into the future, in a new normal that has yet to be defined.

Let Unidine be that partner.