

Youville House/Youville Place

Assisted Living Residences

To: Residents & Families

From: Nicole Breslin, CEO

Date: July 10, 2020

Re: Updates on Communal Dining and Improved Room Service

Earlier this week we announced some regulation updates from the Executive Office of Elder Affairs with a proposed opening of communal dining on July 27th.

Due to necessary preparations in the dining room and implementing the Phase One strategy that involves scheduling residents by floor for the opportunity to dine in the dining room, the planned opening of our dining rooms has been changed to August 3rd.

We are pleased to announce that in late July we will be implementing an improved delivery process for meal service with warming plates, china and thermal containers for soups and hot beverages. For residents that are not scheduled to eat in the dining room or elect to have their meals delivered to them, the meal service will be greatly enhanced.

Dining Services will reach out to residents to schedule their preferences for dining in the dining room on a scheduled basis, or continue to have meals delivered to their apartments.

We appreciate your patience as we gear up for our Phase One strategy for communal dining.

If you have any questions or concerns, please reach out to

Nicole Breslin, CEO