



Coronavirus Response: Status of Campus Re-Openings

Carolina Village's phased-in approach to re-opening continued this week with the opening of the Main Dining Room and take-out window, with seating capacity limits and social distancing. (Reminder: Masks are **required** when entering and exiting the Main Dining Room. They may be removed while you are seated at a table.) So what is next for the Village?

As always, we are keeping a close eye on situation developments. Our plans are subject to change, depending on any developments, including state orders. However, our plan for re-opening more services and campus amenities will align with Governor Cooper's Phase 3 of re-opening North Carolina. **We do not yet have a date for this, but will keep you posted on developments.** Please note that all services will remain at the discretion of administration and will be altered as necessary.

VIDEO UPDATES

We still encourage residents to listen to Kevin's coronavirus update videos, which are on the Hub, for the latest information. **Starting July 13, videos will be released 2 times per week, instead of daily, on Mondays and Thursdays.** Video updates will continue, as needed.

VISITATION STILL RESTRICTED

Visitors, such as family and friends, may NOT visit campus yet. We understand that this is a stressful restriction for everybody, but we ask that you remind your loved ones that our community's population is the most at-risk for COVID-19 complications. This restriction is in place to protect ALL community members.

MOVING FORWARD *SAFELY*

Please remain vigilant for your health.

- Inform us IMMEDIATELY if you feel unwell, show signs of respiratory illness, or have other concerns by calling ILS at 828-233-0625;
- Inform us of ANY overnight travel. Use the Absence Notification Form on the Hub or call ILS;
- Safely communicate with neighbors, family, and friends using telephone, email, social media, etc.
- Wear your face mask when outside of your home.
- Wait 6 feet away. Please give others at least 6 feet of personal space at all times.
- Wash your hands often. This simple defense is still a very effective measure.
- Stay abreast of campus updates by monitoring the Hub ("Coronavirus Response") and www.carolinavillage.com/news/coronavirus-preparedness.

Thank you for your continued support. As always, please let us know if you need anything by calling 828-692-6275, ext. 1201.

DINING SERVICES: YOUR RECEIPTS

Explained

We hope you've been enjoying the new Dining Services experience. With every change comes a learning curve. We have been receiving questions about the receipts you receive at the end of your meals. Please keep reading for answers to these common questions.

Let's use the two receipts to the right as an example. These receipts are from a shared lunch for Mr. and Mrs. Smith, a couple on the Half Meal Plan. Because they share a meal plan, it is considered a single order, which you can see from the order number near the top of the check.

PERIOD SUMMARY *(See boxed area in first sample)*

- The "Allowance" total equals the monthly charge. That is, the "Allowance" is the monthly price of the meal plan.
 - Residents on the Standard/Full Meal Plan will be charged \$472* per person per month.
 - Residents on the Half Meal Plan will be charged \$236* per person per month. (The receipts in the example show a \$472 Allowance because 2 individuals on the Half Meal Plan [$\$236 \times 2$] paid \$472 for the month of July.)
 - For couples, the "Allowance" amount is NOT per person; it is shared by both people on a meal plan.
- The "Usage" total equals the amount used from the 1st of the month to the printing of the receipt, in totality (not just for this particular meal). For couples, this amount has been used by either person on the meal plan; it is not per individual.
- The "Remaining" total equals the meal plan amount that remains for the rest of the month. It is available to be used by either person on a couple meal plan.

CARRYOVER

- The carryover balance (for Standard/Full Meal Plan ONLY) includes the maximum of 2 months' balance, PLUS the current month's charges.
- Residents must use any carryover balance by December 31 of each year, or it will expire. Residents do NOT need to use carryover balance within 60 days (or 2 months) of acquiring the carryover.

* Meal plan rates are subject to change based on Board approval and 30-day notice to residents.

CUSTOMER COPY

Server: Imani N
Table: 61
Order: 0000001
Check: 1
Date: 07/06/2020 13:59
Customers:2

	*** Charge Account ***	
Burger		12.00
	Total:	12.00
	*** Half Meal Plan ***	
Tea		1.00
- French Fries		
Fire Table		
	Total:	1.00

----- PERIOD SUMMARY -----

Plan: Half Meal Plan	
Allowance:	\$472.00
Usage:	\$158.20
Remaining:	\$313.80

Assigned To: Mrs. Smith
Thank You!

Server: Imani N
Table: 61
Order: 0000001
Check: 2
Date: 07/06/2020 13:59
Customers:2

	*** Charge Account ***	
Trout w/Citr Herb B		15.00
	Total:	15.00
	*** Half Meal Plan ***	
Tea		1.00
- Grilled Asparagus		
- Baked Mac & Cheese		
Side Salad		4.00
	Total:	5.00

----- PERIOD SUMMARY -----

Plan: Half Meal Plan	
Allowance:	\$472.00
Usage:	\$158.20
Remaining:	\$313.80

Assigned To: Mr. Smith
Thank You!