

here's THE DISH



NEWS & UPDATES *from* OUR DIETARY DEPARTMENT

Important Changes to Dining Services

Throughout the entirety of the COVID-19 threat our leadership team has been looking at every aspect of Village life to identify and enact safer operations for our community. Though the term “our new normal” may sound trite by now – every business is saying it – we find that it’s the best way to describe our daily life. Our new normal will include numerous changes in our Dietary operations and processes to protect everybody’s health.

This time of COVID-19 disruption has given us time to reassess and implement new processes and changes earlier than originally planned. We hope that you’re as excited about these changes as we are.

We will re-open the Main Dining Room, the takeout window, and optional meal delivery on Monday, July 6, 2020.

Residents MUST wear masks in shared areas, including hallways and in the Dining Room until they have been seated.

Please read all of the information that follows thoroughly.



GOING GREEN (STYROFOAM REDUCTION!)

We are thrilled to announce that we have significantly limited the Village’s Styrofoam use. During COVID-19 safety precautions, we incorporated reusable melamine containers. The process has been so successful that we will continue the process. (Note that Styrofoam may *occasionally* still appear.)

Please continue to use the melamine containers by following these steps:

1. Transfer food items to your own personal dishware,
2. Rinse the melamine container.
3. Place the container outside your unit by 8:00 p.m. that same day. Dietary staff will be noting who has containers so that a staff member knows to pick up the container(s) from that unit that same evening. A staff member will follow up with residents regarding containers not returned. Lost containers will be charged to the resident.

NEW MENU

We will re-open our dining services with many changes, including a new menu format. It will be a restaurant-type format, which means that a portion of it will change quarterly and a portion will contain specials (see next page). Each item will be charged a la carte pricing. Keep reading for IMPORTANT details!

Please note!! This menu is subject to change.

Menu, side 1

CAROLINA VILLAGE

SOUP

Bowl \$5 Cup \$3

CHICKEN NOODLE Grilled chicken breast, fresh vegetables in a homemade chicken broth.

RED PEPPER GOUDA

Creamy soup prepared with tomatoes, roasted red peppers, smoked gouda cheese, fresh basil and garlic.

SALAD

Entrée Size \$9 Side Salad \$4

CAESAR SALAD Romaine lettuce, house-made croutons & shredded parmesan cheese. Caesar dressing served on the side.

TOSSED SALAD Mixed greens, chopped tomatoes, sliced cucumbers & shredded carrots. Choice of dressing served on the side.

BREAD & FRUIT

Bread \$0.50 ea Fruit \$3

BREAD Your choice of roll, cornbread or muffin.

FRUIT CUP Fresh cut daily, pineapple, grapes, melon & berries

ENTRÉES

Includes 2 side items

Gf **SIRLOIN FILET** 6oz Angus sirloin filet lightly . . 17.00
seasoned & grilled to order. Served with bordelaise sauce.

CAROLINA VILLAGE CHICKEN Fried or 12.00
oven roasted & drizzled with honey glaze.

Gf **NC MOUNTAIN TROUT** Fresh local trout . . . 15.00
dusted with cornmeal, sautéed and served with lemon herb butter.

ANGUS BURGER (1 SIDE ITEM) 12.00
½ lb. Angus beef grilled to order. Served with bacon, cheddar cheese, lettuce, onion & tomato on a brioche bun.

TURKEY MELT 13.00
Thinly sliced, smoked turkey w/melted provolone cheese on your choice of toasted bread (GF bread available). Served with fresh lettuce, tomato, onion, bacon & house-made Dijonnaise.

GRILLED HAM & CHEESE (1 SIDE ITEM)
9.00 Honey smoked ham and sharp cheddar cheese served on your choice of bread (gluten free avail)
+ Optional lettuce, tomato & onion.

Gf **ATLANTIC SALMON** Fresh, hand cut 17.00
salmon, seasoned and baked. Topped with a lemon dill cream sauce.

PORK CHOP W/APPLE CHUTNEY 13.00
Bone-in pork chop available pan fried or grilled. Served with house-made local apple chutney.

PENNE POMODORO House-made tomato 9.00
sauce with fresh basil & roasted fresh garlic served over penne pasta. Sprinkled with shredded parmesan cheese. May substitute alfredo sauce.
+ Chicken add \$2 +Shrimp add \$3

ALL BEEF HOT DOG (1 SIDE ITEM) 7.00
100% beef hot dog served with your choice of chili, coleslaw, shredded cheese, diced onion and relish.

GRILLED CHEESE (1 SIDE ITEM) Your . . . 7.00
choice of bread (gluten free avail) with sharp cheddar cheese.
+ Optional lettuce, tomato & onion.

SIDE ITEMS

additional sides \$2

Gf ♥ **GRILLED ASPARAGUS**

Gf **CHALET GARLIC VEGGIES**

Gf ♥ **BAKED SWEET POTATO**

FRENCH FRIES

Gf **GLAZED CARROTS**

Gf **BROCCOLI**

BAKED MAC & CHEESE

Gf **ROASTED NEW POTATOES**

Gf **GREEN BEANS ALMONDINE**

Gf **BAKED POTATO**

Gf **RICE PILAF**

BEVERAGES

Coffee, Tea, Ginger Ale, Juice, Milk, Lemonade, Strawberry Kiwi Water 1.00

CAROLINA VILLAGE SPECIALS

SOUP & SALAD

Bowl \$5 Cup \$3

PEACH CANTALOUPE *Fresh roasted Carolina peaches & cantaloupe blended with greek yogurt & fresh ginger.*

Entrée Size \$9 Side Salad \$4

APPLE WALNUT *Fresh spinach mixed with local chopped apples, glazed walnuts & crumbled bleu cheese. Served with balsamic dressing.*

ENTRÉES

Includes 2 side items

Gf BEEF BOURGUIGNON *Slow braised Angus . . 17.00*
beef with carrots & onions in a mushroom gravy.

BBQ CHICKEN *Roasted chicken basted with . . . 12.00*
house-made BBQ sauce
+ Choice of white or dark meat

Gf ASIAN CITRUS ORANGE ROUGHY 15.00
Orange roughy marinated in juice and lite soy sauce.
Breaded w/panko crumbs and baked.

HERB CRUSTED PORK LOIN *Pork loin . . . 13.00*
generously coated with fresh chopped herbs and oven roasted

SHRIMP LINGUINI *Linguini with grilled 12.00*
shrimp in a lightly spicy tomato sauce. Topped with grated parmesan cheese.

REUBEN *(Includes 1 side item)* 13.00
Corned beef, sliced Gruyere cheese, sauerkraut & 1000 island dressing on marbled rye bread.

SIDE ITEMS

additional sides \$2

Gf ♥ SAUTÉED VEGETABLES (ZUCCHINI,
MUSHROOMS, ONIONS & CARROTS)

BUTTERED FETTUCINI

Gf WHIPPED MAPLE SWEET POTATOES

DESSERTS

CHOCOLATE FUDGE . . . \$4
CAKE

CLASSIC VANILLA \$4
CREME BRULEE

ICE CREAM *Chocolate, \$3*
Vanilla, Strawberry & Coffee

MEALS *during* QUARANTINE

We will continue to quarantine residents whose circumstances (such as high-risk travel, etc.) pose a risk for the entire community. That process will include:

1. Quarantined residents will complete and submit a menu selection form for each week of the quarantine period.

2. These meal deliveries will occur between 11:00 a.m. and noon each day for the duration of the quarantine. The standard \$2 fee will apply per delivery.



MAIN DINING ROOM



New Tableside Ordering

- We are thrilled to introduce tableside ordering in our Main Dining Room (like in the Bistro prior to COVID-19). Servers will take resident orders on electronic tablets at the table.
- Printed menu packets will no longer be necessary. Residents will receive a menu when they are seated in the MDR (just like at a restaurant) from which to make meal choices.

Servers Personal Protective Equipment

- Dietary servers will wear face masks and eye protection. We understand that this potentially poses a communication barrier, so we ask for your patience and cooperation. Please do NOT ask servers to remove their masks; they are required to wear them.

Single-Entry Dining Room

- The dining room will only be accessed through the Fireplace Lounge entrance. All other entries will be corded off so that the hosts/hostess can manage the number of people in the dining room at all times.
- ***Any attempt to seat oneself will result in that party not being served.*** It is crucial that you cooperate with the host/hostess.

Seating Capacity, Social Distancing & Visitors

- Seats will be limited to maintain social distancing and to adhere to the state's capacity regulations. Tables have been removed from the dining room to meet this requirement.
- Large tables will not be available and parties of more than 4 people will not be seated together.
- Diners will be seated at tables in a way that encourages social distancing.
- No reservations will be accepted and it will be first come, first served until further notice.
- While we are altering the dining room layout to create more space between individuals, it is each person's responsibility to maintain social distancing.
- No outside guests will be permitted in the dining room until further notice.

Salads

- There will be no salad bar until further notice. Instead, salads will be individually prepared. Choices will be tossed salad, Caesar salad, cut fruit salad, and a specialty salad of the day.

These will be ordered from the menu and delivered to your table by the wait staff.

Table Settings & Tableware

- Diners will notice the same practices in place that were also our practices just before Step 2 of our Coronavirus Contingency Plan. That is:
 - There will be no table settings. Rolled silverware and menus will be provided to each diner upon seating; they will not be pre-set on the table.
 - Placemats will be under the table's plexiglass.
 - Shared condiments must be requested and will not be on the table otherwise.
 - Servers will sanitize each table between seatings. Therefore, even if a table looks available, it may not be. Please follow the host/hostess.

Meal Plans

- ***For those enrolled in the Half Meal Plan as of April 1, 2020:*** On July 6, your remaining meal plan allowance will be \$159.90 per person for July. This balance is the result of the "Stay Home Stay Safe Meals" amount of \$76.10 per person for July 1 through July 5 being deducted from your meal plan allowance. On August 1, your meal plan allowance will begin again at \$236 per person. All other Half Meal Plan details still apply.
- ***For those enrolled in the Full Meal Plan:*** On July 6, your remaining meal plan allowance will be \$395.90 per person PLUS any carryover, if applicable, that was available to you as of April 1. This balance is the result of the "Stay Home Stay Safe Meals" amount of \$76.10 per person for July 1 through July 5 being deducted from your meal plan allowance. On August 1, your meal plan allowance will begin again at \$472 per person, PLUS any unused amount from July.

Restaurant Credit Plan

- The Restaurant Credit Plan will again be available as of July 6.
- To claim the Restaurant Credit, residents must use the new "Restaurant Plan Receipt Submission" form, which is available on the Hub, in the "Forms" module, and at the front desk.
- All other Restaurant Credit Plan details still apply. (See the Resident Handbook for complete information.)

Hours

Though the dining room hours are the same, please keep them in mind:

Breakfast	7:00 a.m. – 10:00 a.m. (Last order taken by 9:45 a.m.)
Lunch/Dinner	11:00 a.m. – 7:00 p.m. (Last order taken by 6:45 p.m.)
Sunday/Holidays	7:00 a.m. – 10:00 a.m. (Last order taken by 9:45 a.m.) 11:00 a.m. – 2:00 p.m. (Last order taken by 1:45 p.m.)



TAKEOUT

New Ordering Process

- Servers will take to-go orders on electronic tablets. Residents will be provided a menu for reference when ordering. The menu will be returned to the wait staff and sanitized for the next use. This will allow orders to be placed more rapidly, as well as remove the need for residents to cluster at the takeout window.
- **Printed menu packets will no longer be necessary.** A menu will be available for reference (just like in a restaurant) to be used while making meal selections. Dietary staff will take the order on an electronic tablet and send it to the kitchen. This process lessens use of paper in addition to keeping shared surfaces to a minimum. To be clear, residents will no longer receive a packet that includes meals for each day.
- Takeout orders must be placed in person and social distancing is each person's responsibility.

Baskets

- As a process change, residents will always maintain control of their to-go baskets. Dietary staff members will put the items ordered into **bags** and hand the bag(s) to the resident. Baskets will **not** cross the counter threshold or otherwise go into the kitchen.

Seating Capacity & Social Distancing

- Please follow the directions of staff members who will be helping direct everybody through the new system. They are there to help.

Menus

- Printed menu packets will no longer be necessary. Menus will be posted on the Hub and a printed copy will be available for those who do not use the Hub. The printed copies will be located near the to-go window, in the Fireplace Lounge, and in the Main Street mail room. They will no longer be delivered door-to-door.

INTRODUCING *Chef Keith Chinn*



Finally, we are very excited to welcome Chef Keith Chinn to our team. He came to us from The Esmeralda Inn and Restaurant in Chimney Rock, where he was Executive Chef. He attended The Culinary Institute of America for Baking and Pastry Arts and has

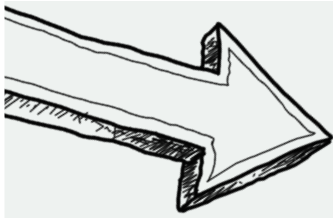
worked with some culinary greats, including a 5-star, 5 diamond resort and three James Beard award winning chefs. He has won accolades of his own, including:

- Participating in the Food Network's \$50,000 Pastry Challenge, since his passion is pastries;
- Earning silver at The Southern Pastry Classic;

- Operating his own successful catering business (and winning several awards, such as Best Crab Cake, Best Crème Brûlée, Best Food, and People's Choice Award).

The entire dietary team welcomes Chef Keith and looks forward to integrating his expertise into our team.

Please note that ***Keith will be very busy in the kitchen and is not available to answer resident inquiries directly.*** Contact Maria Rich, Director of Dining Services, or Teresa Galloway, Hospitality Manager, with your questions, comments, suggestions, etc.



IMPORTANT!

CHARGES *for* DINING SERVICES



We are thrilled to offer a new pricing structure for meals and other foods provided by Carolina Village Dining Services. ***Items will now be charged an a la carte pricing.*** That means that there will no longer be a standard meal charge. While residents may still get a salad, entrée, sides, dessert, and beverage, each item will now be charged individually.

Please note these important details about our new a la carte pricing:

- The monthly meal charge will remain the same on your Carolina Village bill.
 - Residents currently on the Standard/Full Meal Plan will continue to be charged \$472* per person per month.
 - Residents currently on the Half Meal Plan will continue to be charged \$236* per person per month.
 - This monthly meal charge will remain consistent, only changing if the resident spends more than this amount, in which case the bill would be higher.
 - ***There are NO circumstances under which a resident will be charged less than the monthly rate.*** A la carte allows residents to pay market value for a meal item (not \$15.22 for a hot dog, for example), therefore saving residents dollars on special and more expensive meals. Our cost structure remains based on the declining balance. A la carte DOES NOT
- mean that spending less than your allotted meal plan dollars will result in a decrease in the total amount paid each month. Our a la carte option is designed to give residents more flexibility in how to use their monthly meal balance.
- The monthly meal charge will continue to be a declining balance meal plan. The amount will decline as the resident spends it and then will expire.
 - The carryover balance (for Standard/Full Meal Plan ONLY) will remain with the maximum of 2 months' balance.
 - As before, the Half Meal Plan is not eligible for ANY carryover.
 - Residents will receive a receipt showing items purchased and the remaining balance at the end of the meal.
 - Drink refills will be available at no additional charge to diners in the MDR. Residents will pay for the initial drink. To-go drinks will not be refilled.
 - There will no longer be an additional charge for taking leftovers out of the dining room. However, drinks are the only item that will include free refills. A second serving of any other item will be charged to the resident.
 - Complimentary cookies and fruit will no longer be available; residents will be charged per item.

DELIVERY

Delivery will still be available for the normal charge of \$2 as of July 6. Residents may call in orders to 828-233-0621. Please place orders *at least* 30 minutes before the desired delivery time AND 90 minutes before closing time (see hours).

Thank you for your continued support as our team launches these changes, which are designed to make your dining experience better, safer, more efficient, and more flexible. Our team members are learning these new processes, too. Please be patient with us.

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